

WHEN IT MATTERS MOST.

2020
CORPORATE
SOCIAL
RESPONSIBILITY
REPORT



WHEN IT MATTERS MOST.

In 1954, a small group of local entrepreneurs saw a need for a new banking model built on real personal relationships. As a result, City National Bank was launched.

Times have changed, but the core of our approach — the foundation for all of our success — has stayed the same. People are paramount.

Looking back at 2020, it's easy to focus on the challenges and setbacks we all faced. But the struggles we endured together also brought some timeless truths to the forefront. And it's difficult to think of a time in recent history when personal relationships were more important.

As a bank founded on this idea, we rededicated our efforts this past year to maximizing our corporate responsibility — from increasing our philanthropy, to pivoting to new ways of volunteering, to supporting causes that align with our principles, to ensuring that all of our business practices contribute to the broader societal goals we wish to foster. And we did all of these things while fighting against the growing divisiveness facing our nation.

So, while 2020 was a tumultuous and trying year, we treated it as an opportunity to remember what is most important and to recommit to living up to our values. While we weren't able to go out in person and volunteer, as in prior years, we were still able to help fundraise, and to provide meaningful support to our clients, colleagues and communities.

Like almost everyone, we had to adapt in meaningful ways.

- As the world battled the COVID-19 pandemic and grappled with renewed cries for social justice, City National® wholeheartedly took up the fight on both of these issues and showed up for people in need.
- As in-person events were limited and, at times, impossible, we managed to continue to effectively and sustainably serve with virtual financial education and thought leadership events.
- As certain goals we set in previous years were targeted for completion in 2020 — including our \$11 billion commitment to local communities — we innovated in order to achieve them.

Our commitment to people and relationships is woven into the City National identity and culture. Through this annual Corporate Social Responsibility Report (CSR Report), we aim to showcase our performance and the strides we made related to these commitments in the areas of communities, colleagues, environmental sustainability and responsible business, all through personal stories that bring these efforts to life.

In a year when everything seemed to push people apart, City National adapted to bring people together. We showed that no matter what, we are here. When it matters most.

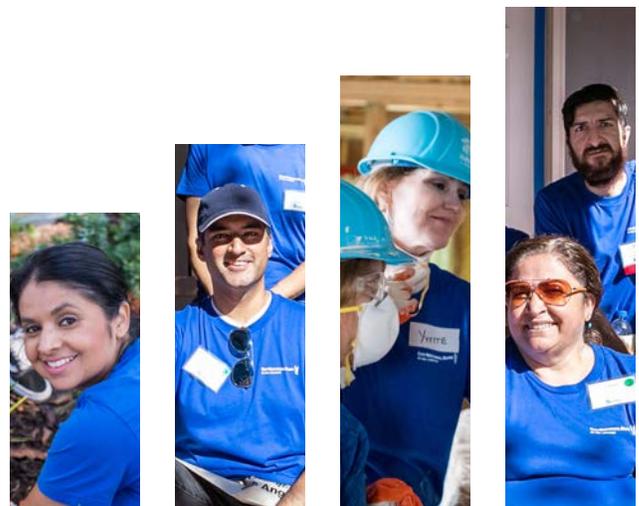
ABOUT THIS REPORT

City National’s CSR Report reflects activities and initiatives for our fiscal year 2020 (November 2019 to October 2020).

The CSR Report is produced annually as a way to showcase City National’s work being done across the organization to impact communities and causes we support.

This report is evidence of our colleagues’ dedication, both in volunteering and committing resources, to proactively tackling challenges and helping City National operate more sustainably and responsibly. Because just as we were at our founding, we remain committed to seeing communities prosper and thrive.

All data in this report reflect activities undertaken during the 2020 fiscal year (November 1, 2019 to October 31, 2020) unless otherwise noted. Where possible, we have provided information for 2016, 2017, 2018 and 2019 in order to give readers a view of trends in our performance. All data reported here are validated with subject matter experts both within and outside City National. Some imagery in this report reflects events that occurred prior to the coronavirus restrictions.



CHAIRMAN AND CEO SHARE THIS MESSAGE.



Russell Goldsmith

Chairman, City National Bank
RBC Wealth Management – U.S.

Without a doubt, 2020 was a year unlike any other. It sparked national conversations about racial equity and the outsized effects of the pandemic on women and people of color. It showed us that our work advancing diversity, equity and inclusion is a movement, not a moment. It reminded us how important it is that we step up in times of adversity to extend a helping hand in the communities where we live and work.

At City National, we made sure to be there for our clients, colleagues and communities when it mattered most — just as we have done for more than 67 years. Despite experiencing the challenges of 2020 firsthand, our company's values and purpose remain unshaken. We are — and always have been — focused on helping our clients, colleagues, communities and shareholders. We keep them at the center of everything we do, and this year, we were reminded why.



Kelly Coffey

CEO, City National Bank

Every decision we made in 2020 prioritized keeping people healthy and ensuring that their finances stayed safe. Within weeks of the pandemic's start, we moved more than 85% of our colleagues to working remotely. We launched a series of investor calls to help guide clients through market turbulence. We closed some of our branches and reduced hours at others in order to minimize exposure risks to COVID-19. We secured nearly 16,000 Paycheck Protection Program loans to shore up our clients' businesses. We launched a brand-new mobile app so clients could more easily bank with us from the safety of their homes.

We also heard our communities' calls for equity and responded. We significantly enhanced diversity across the top levels of the company, adding women and people of color. We invested in an unconscious bias training program, established a mentoring track for Black colleagues, and cultivated relationships with 16 new colleges and universities to increase the diversity of our recruits. We closed early in recognition of Juneteenth. For these efforts, Kelly Coffey received the Diversity, Inclusion + Equity CEO of the Year award from the Los Angeles Business Journal in March 2021.

We did all of this and more while ensuring that City National remained safe, strong and well capitalized.

City National invested a total of \$13.2 million in 2020 in a wide range of worthwhile organizations and causes.

This included:

- Exceeding our ambitious five-year, \$11 billion community lending and investment commitment made in 2015. These funds support community development, small business lending, affordable housing construction and other initiatives.
- Making the largest single donation in our company's history — more than \$2 million — to help our communities through the pandemic. These funds supported organizations that addressed the immediate healthcare crisis, as well as the longer-term economic impacts from COVID-19. The recipients included United Way, International Medical Corps, Cedars-Sinai, Broadway Cares and Saban Community Clinic.
- Contributing donations and matching gifts of more than \$360,000 to the NAACP Legal Defense and Educational Fund and the Equal Justice Initiative.
- Establishing a fund to help our colleagues who face pandemic-related financial difficulties. This fund provides tax-free grants to help defray costs related to healthcare, funerals, housing, utilities, food, child care and more.

Despite many hardships, our colleagues did not let 2020 derail their personal giving. We had a very successful Workplace Giving Campaign, with our colleagues generously contributing nearly \$1.6 million to more than 1,500 important nonprofit agencies.

\$13.2M

Invested by City National toward charitable and civic programs.

Nearly

\$1.6M

Donated through the Workplace Giving Campaign by City National Colleagues.

Our colleagues also gave their time, volunteering more than 20,000 hours to help others. They never gave up. Instead, they stepped up, and they did so when it mattered most. They recorded virtual book readings for children, sourced much-needed disinfectants and masks for shelters, organized drive-through food pantries, sent lunch boxes to local hospital workers caring for COVID-19 patients, and found creative ways to raise money for organizations like the Downtown Women's Center in Los Angeles.

One of our colleagues recently used a Spanish proverb to describe City National's commitment to the communities where we live and work: "El que no ayuda, estorba." The person who does not help, hinders. This phrase wonderfully captures our company's determination to advance economic opportunity and social equity.

City National's founders instilled in us the unwavering community commitment that remains a defining part of our culture to this day, and we are proud to continue that legacy.

Better days lie ahead. We are watching with anticipation as infection and death rates fall around the world, thanks to the hard work of researchers, doctors and others who have worked so hard to develop and distribute vaccines.

Even so, there is still a lot of work to do.

At City National, we never lose sight of what we're doing or why.

Our purpose can't be found on a profit and loss statement. Our mission is bigger than that. We fund hope. We fuel aspirations. We enable men and women to buy homes, start businesses, create jobs, send their kids to college and save for retirement.

We provide our colleagues with opportunities to grow and thrive and support the communities where they live.

There is a higher purpose to the work we're doing, and that's something we keep in mind every day.

City National was here long before the pandemic arrived, and we will be here long after it is gone. We will continue to support our clients, colleagues and communities. Our company is bigger and better positioned than ever to help others succeed. This is a commitment we share with our parent company, Royal Bank of Canada, one of the largest and most stable financial institutions in the world. Together, we will help build a world that is safer, healthier and more equitable for all people. Together, we will overcome the toughest challenges — when it matters most.

With best regards,



Russell Goldsmith

Chairman, City National Bank
RBC Wealth Management – U.S.



Kelly Coffey

CEO, City National Bank

WHO WE ARE.

City National has always been about doing business differently, one relationship at a time. We put people before numbers, from our clients to our colleagues to our communities. And across all the places where we live and work, we make it our business to be personal. To us, that's always meant truly getting to know our clients and doing our best to improve their communities. But this year, it was also about showing up for others when it matters most.

In addition to committing donations and investments in causes we care about, we also believe in empowering our colleagues to get directly involved. When we take a step back and see the contributions City National and our colleagues made, we're proud and we're inspired. Across the board, we demonstrated through our actions that we are prepared to live up to our values.

Here is just a quick overview of the contributions we've made together as an organization.

Over **\$2M**

Donated to support communities affected by the coronavirus pandemic.

Over **\$360K**

Donated to help assist the fight for social and racial justice in America.

2 GIGAWATTS

Of renewable power financed for 24 wind and solar energy projects.

Nearly **\$1.6M**

Donated through the Workplace Giving Campaign by City National Colleagues.

\$13.2M

Invested by City National toward charitable and civic programs.

31 LEED-CERTIFIED LOCATIONS

589,670 SHORT TONS

(1.3M lbs.) of paper securely shredded and recycled

11 COLLEAGUE RESOURCE GROUPS

Created 46 events to share ideas on cultural experiences.

6-PART CIVIL RIGHTS SERIES

Launched by the Black Colleague Alliance in response to civil unrest.

\$11B

Committed to communities over a five-year period — a commitment we exceeded by \$1.5 billion.

Awards and Rankings

Forbes Ranking: Best Employers for Diversity 2020 (third consecutive year)

New Forbes Ranking: Best Employers for Women 2020

Los Angeles Business Journal: 2020 Top Corporate Philanthropy List

THE VALUES THAT MAKE US.



Our P.R.I.D.E. values are at the heart of City National's culture. It is by honoring these values that we are able to make a positive impact on the environment, the economy and our communities. They are the foundation for everything that we do.

These principles are what matters most to us, and we do our best to live up to them each day.

People working together effectively as a team on behalf of our clients, our shareholders, our colleagues and our communities; investing in our professional development; and celebrating our success.

Relationships understanding, anticipating and responding to our clients' and colleagues' needs with speed, expertise and courtesy.

Integrity in valuing diversity, communicating openly and maintaining high professional and ethical standards.

Dedication to achieving profitability and planned goals, delivering quality service and expertise, and intelligently managing risk.

Entrepreneurs & excellence working as entrepreneurs – taking responsibility for getting it done, pursuing innovation and better ways of doing business, and delivering with excellence in everything we do.



STANDING TOGETHER DURING COVID-19.



What does it mean to help other people when it matters most? Look no further than the year we all just got through together.

As the COVID-19 pandemic upended the lives of people here at home and all around the world, it became even clearer to us just how important it is to support each other, especially our more vulnerable communities.

Businesses struggled. Families strained. Individuals suffered in isolation. And millions of people had to fight the virus itself.

The personal toll was great, and the effects rippled through every facet of life, with businesses and charitable organizations being no exception. As social distancing measures were implemented to protect people and reduce the spread of the

virus, businesses faced serious challenges to their services and functions. And for nonprofits, fundraising efforts were extremely hampered.

In normal years, colleagues across all of our offices lend their time and skills to charitable projects globally. But this past year's COVID-19 lock downs and mandated precautions prevented them from volunteering in person as they normally would.

As our colleagues sought other ways in which to help, we realized that opportunities for volunteering had become just as limited. Our teams needed to find a flexible approach to helping our communities through these challenges.

And we were united in the idea that we would not be the type of organization that backs down when it matters most.



COLLEAGUE SUPPORT.

Our Colleague Resource Groups became more important than ever in creating safe places to share ideas and continue to help others. Known as CRGs, the groups bring our colleagues together around cultural experiences, personal learning and professional development. Despite having to go virtual starting in March 2020, the CRGs still managed to hold a total of 46 events.

The Asian American Network organized a virtual version of the Reading is *The way up*[®] program, collaborating with the Latino Community Network and the Black Colleague Alliance to share recordings of colleagues reading books with teachers and students at their schools.

The Women's Network Health-and-Wellness offered virtual meditation and yoga sessions to help colleagues stressful times.

The Colleague Resource Groups created a health series in response to the pandemic and disparities in the health system. They hosted medical and social experts to lead discussions such as “Debunking Health Stigmas and Myths in the Black Community”; “The Dark Side of the Pandemic for Asian Americans”; and “Life for Latinos in a Pandemic.” These sessions addressed unique and universal challenges that colleagues might have been experiencing while sharing resources to combat them.

And we found other ways to support each other. One way we did that was by establishing a new City National Colleague Relief Fund, created to help colleagues facing immediate financial hardships as a direct result of COVID-19. City National created the fund to provide tax-free grants to help colleagues in need during this unprecedented pandemic. In addition to funding from the bank itself, colleagues are also able to contribute personally to the fund to help one another.

BUSINESS SUPPORT

As businesses struggled, we helped thousands of them secure their Paycheck Protection Program (PPP) loans, including hundreds of organizations with whom City National has long collaborated, such as Broadway Cares, Saban Clinic and Operation SafeHouse.

Another way City National supported businesses during the pandemic was through educational events such as the three-part Business Recovery Series, presented by the John M. Langston Bar Association of Los Angeles and City National Bank, and the Business of Latino Leadership event, in which we discussed the impact of an owner mindset and daily principles to help build wealth. Our ongoing support of Community Development Financial Institutions (CDFI) and Small Business Development Center (SBDC) included board service and funding, as well as participation in small business seminars, workshops and consultation.

\$2M

To support communities facing the humanitarian, healthcare and financial challenges caused by the COVID-19 pandemic.

\$3M

Donated by Royal Bank of Canada (RBC) to support communities.

COMMUNITY SUPPORT

In the midst of all the turmoil, City National also made the biggest donation in its history, giving over \$2 million to support communities facing the humanitarian, healthcare and financial challenges caused by the COVID-19 pandemic.

Included in this total were contributions to the following organizations:

- Broadway Cares
- Cedars-Sinai Medical Center
- Habitat for Humanity
- International Medical Corps
- Neighborhood Housing Services of Los Angeles County
- Nevada COVID-19 Emergency Response Fund
- Pursuit Lending (formerly New York Business Development Corporation)
- Save the Children
- United Way (in 11 communities)

A portion of these funds went toward the creation of the City National Bank Colleague Relief Fund.

In addition to City National's commitment, the bank's parent company, Royal Bank of Canada (RBC), announced a \$3 million donation to support communities dealing with the repercussions of the global health challenges posed by COVID-19.

Donations were used for programs serving at-risk populations, addressing food insecurity and scaling mental well-being support access, as well as providing other necessary services that are vital during crises.

Colleagues managed to volunteer 20,119 hours in 2020, even though in-person events were restricted. Volunteer efforts included drive-through donation events, lunchboxes donated to local Kaiser Permanente hospital workers caring for COVID-19 patients, truckloads of donations to homeless shelters, and virtual classes provided through Reading is *The way up*® and other programs.

Since 2001, our colleagues have logged 322,207 volunteer hours — generating \$8.7 million in social value (based on \$27.20 per hour, as suggested by independentsector.org).

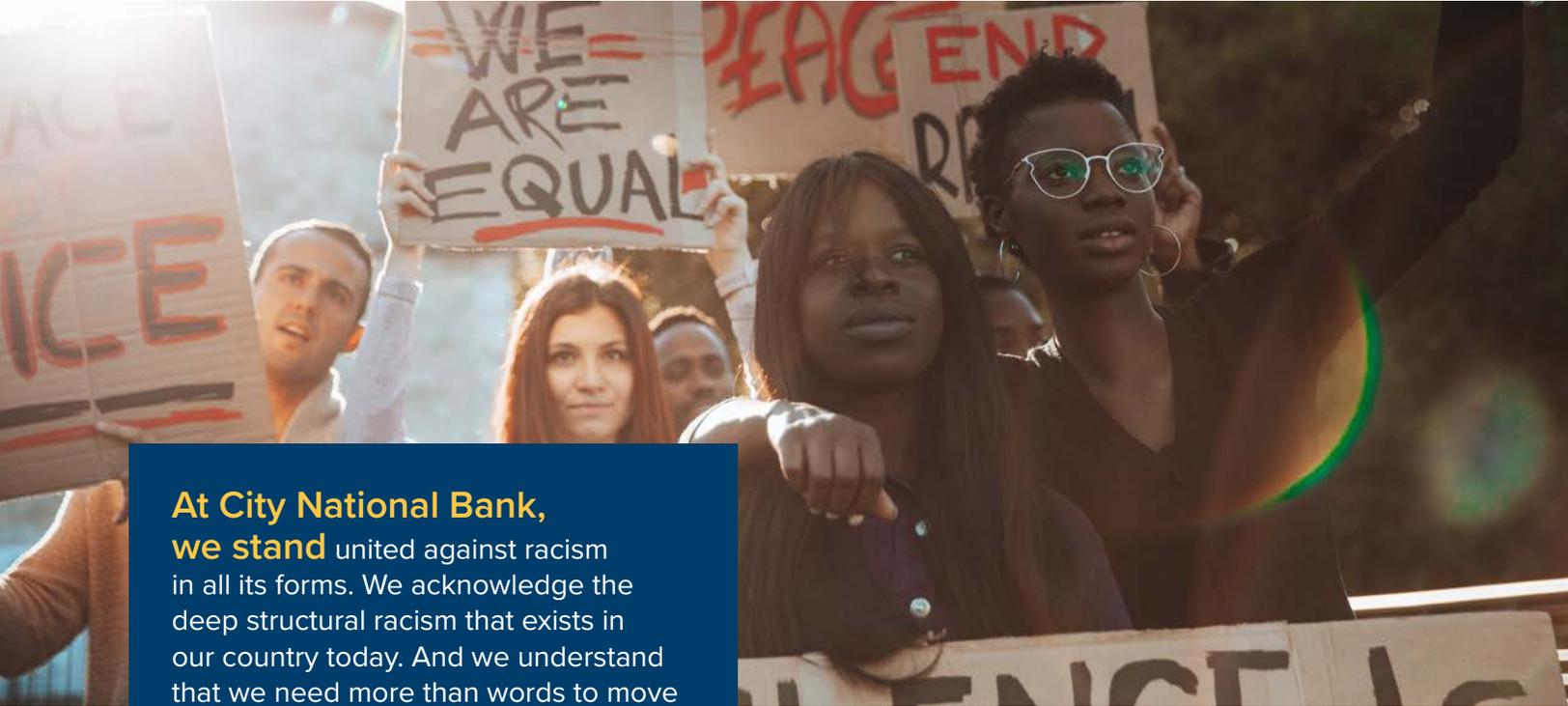
City National Bank CEO Kelly Coffey explained, “Our donations are in addition to the work we are doing with our clients to support them through this crisis. As a country, we are resilient, and I know we will get through this. We’re proud that our colleagues stepped up and came together to help each other, our clients and our communities when it mattered most.”

City National Chairman Russell Goldsmith echoed Coffey’s optimism in our ability to help people through these hardships. “It is only fitting during this unprecedented time that City National Bank steps up to uphold our proud 66-year tradition of supporting our colleagues and clients in need and so many worthwhile organizations in the communities where we live and work,” he said. “That’s why we are making our single largest donation ever in order to help healthcare providers fight this terrible virus and to address humanitarian needs. City National is safe, sound and strong. We are here now for our communities, clients and colleagues.”

**WE ARE
HERE.
WHEN IT
MATTERS
MOST.**



FIGHTING FOR RACIAL JUSTICE IN AMERICA.



At City National Bank, we stand united against racism in all its forms. We acknowledge the deep structural racism that exists in our country today. And we understand that we need more than words to move forward. We need action.

For City National, fostering a work environment that welcomes and champions diversity, equity and inclusion has long been more than a way to support our success — it's the right thing to do. A richness of diversity allows us to better serve our clients and communities and heightens our colleagues' collective personal empathy with others.

It broadens our ability to make a real difference in their lives. We're proud Forbes has recognized us as one of America's Best Employers for Diversity for three years running because it means our efforts are making an impact.

Like the rest of America, we were deeply distressed by the killing of George Floyd by police in Minneapolis, and we were moved by the unrest that then swept the country. George Floyd's killing sparked a global outcry against social injustice and racial inequity, setting off a national conversation about income equity, racism and police brutality, all in the midst of a global pandemic.

It was a time to stand up for our core values.

It was a time to show how we respond when it matters most.

Following the horrific acts of racism and violence that took the lives of George Floyd, Ahmaud Arbery, Breonna Taylor and countless others before them, City National has made donations to important organizations involved directly in the fight for justice.

- City National contributed to the NAACP Legal Defense and Educational Fund to support its mission to expand democracy, eliminate disparities and achieve racial justice through litigation, advocacy and public education.
- City National also awarded \$30 million in contracts to diverse suppliers to support underserved minority business owners.
- We contributed to the Equal Justice Initiative to support its objectives of ending mass incarceration and excessive punishment in the U.S., challenging racial and economic injustice, and protecting basic human rights for the most vulnerable people in American society.
- Since 1989, City National has invested \$883.3 million in low-income housing tax credits, assisting in the development of 140,877 units of affordable housing.

Our colleagues also came together to support one another through these tumultuous times. Shortly after George Floyd was killed, 575 City National colleagues held a virtual Black Voices and Ally Perspectives meeting, where individuals could safely share their concerns and fears while offering solidarity to each other.

Inspired by this discussion, our Black Colleague Alliance organized and facilitated six events as part of a Civil Rights Series, including the 4th Annual Business of Black Leadership fireside chat, and our Black Voices forum, after which we saw a 35% increase in the group's membership.

In addition to this successful event, our Asian American Network held an informational Dark Side of COVID-19 panel discussion with experts, offering resources to overcome discriminatory experiences and trauma. It also launched a volunteer program in which colleagues read books for kids and placed them in a virtual library for other schools to access.

The Latino Community Network brought in experts to discuss "Life for Latinos in a Pandemic," with resources to share, and organized a campaign to support Latino-owned businesses.

As these examples show, we're committed to listening to our colleagues, our clients and communities to learn more about how we can help this effort, offering resources to help communities heal and to create solutions in the service of social justice and racial equity — both inside and outside our company.

This is not the first time our country has faced a moral crisis, and we are confident that we can come together as citizens again to overcome this great challenge. Change is sometimes slow and often difficult, but we must all work together to end the long-standing pain that too many of our families, friends and colleagues have endured.

**WE MUST ALL CONTINUE
TO WORK TOGETHER,
AND WE ARE COMMITTED
TO DOING OUR PART
TO BRING CHANGE.**

THERE FOR OUR COMMUNITIES.



Community engagement is an integral aspect of our culture.

It informs the way we work and the types of services we offer, from supporting businesses through investments and donations, to volunteering for causes we care about, to supporting education initiatives. And as a responsible bank, we know that economic prosperity also strengthens the communities we serve.

- Investing in Communities
- Community Assistance During COVID-19
- Volunteering During COVID-19
- Empowering Communities Through Education

Over

\$2M

Donated to support communities affected by the coronavirus pandemic.

77%

Of colleagues made charitable donations through our Workplace Giving Campaign.

14%

Of colleagues donated their time in their communities, adapting to social distancing guidelines.

Over

320K Hours volunteered by colleagues since 2001.

Over

20K Hours volunteered by colleagues in 2020.

\$8.7M

In social value* contributed through the efforts of colleagues since 2001.

\$789K

Dollars for Doers grants awarded in recognition of colleagues' total volunteer hours since 2002.

\$47K Dollars for Doers grants awarded in 2020.

Over

\$13M

Invested in 2020 by City National toward charitable and civic programs.

\$1M PLEDGED TO U.S.VETS,

A nonprofit building the nation's largest veterans' housing community at the U.S. Department of Veteran Affairs campus in West Los Angeles.

\$14M

Invested toward education since 2001.

**Based on \$27.20 per hour, as suggested by independentsector.org.*



CORPORATE INVESTMENTS IN CHARITABLE AND CIVIC PROGRAMS.

Key Performance Indicator	2020	2019	2018	2017	2016
Corporate investments in charitable and civic programs*	\$13.2M	\$12.8M	\$8.4M	\$7.9M	\$7.0M

* Includes the company's contributions to the Workplace Giving Campaign.

Over

\$101.3M

Total dollars Invested in charitable and civic programs since 2001.

\$13.2M

Invested by City National toward charitable and civic programs.

Over the previous year, City National boosted its investments in charitable and civic programs by approximately

3%

OVERVIEW

As a bank focused on helping people, we remain committed to investing in the places where we work and live. That holds true in times of healthy prosperity and in times of great turmoil, when it matters most. We strive to support services that have a measurable positive impact on our communities, to help make sure all of our efforts make an optimal impact.

In 2020, City National invested \$13.2 million toward charitable and civic programs. But we contribute more than money. City National colleagues regularly help each other, their clients and their communities by getting directly involved in volunteer work that touches people's lives. And this was especially true for 2020, a year of so many challenges.

We're proud to have a remarkably high rate of participation in our Workplace Giving Campaign, with nearly four out of five colleagues making charitable donations through the program. Colleagues are also generous with their time, having logged 20,119 volunteer hours in 2020.

Part of our success lies in putting in the effort to get to know our communities and the people who make them thrive. That's why championing diversity and inclusion is so important to us. For three years running, City National has been ranked by Forbes as one of America's Best Employers for Diversity. Much of that can be attributed to the programming produced by the bank's 11 Colleague Resource Groups, providing enrichment in the form of cultural experiences, personal learning and professional development.

Despite the significant hurdles presented by the pandemic, the lockdown and social distancing, City National colleagues' participation in these groups increased 19% from the previous year, as our colleagues continue to show their dedication to helping people prosper in their work and in their lives — when it matters most.



INVESTING IN THE COMMUNITY.

Our Workplace Giving Campaign takes place annually, but we've never experienced a year quite like this. While it was difficult at times to keep perspective as we were living through 2020 day by day, looking back at all that we accomplished through the program this year is a reason for all of our colleagues to be proud. Our accomplishments required much innovation and adaptability, but we clearly showed how we are able to extend a helping hand when it matters most.

Through our annual Workplace Giving Campaign, City National colleagues generously support a broad range of charitable nonprofits that provide education, empowerment and care to those in need, and this held true for 2020 as well.

77%

Of colleagues participating in Workplace Giving Campaign.

Nearly

\$1.6M

Donated through the Workplace Giving Campaign by City National Colleagues.

Over

\$1.7M

Annual total dollar investment through Workplace Giving Campaign.

Workplace Giving Campaign Highlights

Key Performance Indicator	2020	2019	2018	2017	2016
Colleagues participating in Workplace Giving Campaign	4,048	4,092	3,930	3,568	3,362
Amount donated by City National colleagues	\$1.6M	\$1.6M	\$1.6M	\$1.4M	\$1.3M
Annual total dollar investment through Workplace Giving Campaign*	\$1.76M	\$1.76M	\$1.76M	\$1.52M	\$1.42M

*Total includes City National Bank's contribution to the Workplace Giving Campaign.



“WHAT WE DO TOGETHER MAKES A DIFFERENCE.”



10 YEARS OF SUPPORT FOR BROADWAY CARES.

For a decade, City National has teamed up with [Broadway Cares](#), one of the nation's leading industry-based HIV/AIDS fundraising and grant-making organizations. The joint effort has always been a natural fit, as we're a bank with deep roots in the arts and theater community. In 2020, Broadway Cares received a portion of City National's \$2 million commitment to helping organizations affected by the COVID-19 pandemic.

\$2M commitment to helping organizations affected by the COVID-19 pandemic.

We are once again proud to have stood by their side when it matters most, doing all that we could as they fought through the struggles of operating a nonprofit during the pandemic.

Our colleagues Richard McCune, senior vice president and regional manager of East Coast Entertainment, and Erik Piecuch, senior vice president and team leader, have worked closely with Broadway Cares over the last decade, putting in many hours volunteering at events.

“They’ve grown over the last 20-25 years to become a much larger organization, now running various fundraising events during the year,” Piecuch explained.

Unlike most other nonprofit organizations that are funded through grants, Broadway Cares/Equity Fights AIDS must raise money for its philanthropic budget every year in order to fulfill its mission. In previous years, it was able to achieve its goals through in-person events.

For example, every April and December, Broadway Cares holds its Red Bucket Brigade. Volunteers stand at the end of a Broadway show and collect money for Broadway Cares. The show's actors make direct appeals to the audience after curtain calls. However, with live theater largely shuttered in 2020, the organization had to find innovative solutions to continue its mission.

The organization relied upon creative fundraising efforts, including the virtual event called "Quarantunes," to which City National donated:

\$100,000

As we did for thousands of businesses nationwide, City National also helped Broadway Cares through its PPP loan process.

The Broadway industry was devastated by COVID-19, and Broadway Cares sought to raise money for organizations that would help those affected pay for rent, medical bills, financial education, and career transitioning.

"Working with Broadway Cares and seeing the dedication over the past 30 years — the impact they have on the community, the support they have across the board with everyone in the theater community in New York — is inspiring," Picuch said.

"They are so beloved; they are so involved at a grassroots level," added McCune.

City National, known as the leading bank to Broadway, found it imperative to support the Broadway Cares organization in its mission to help people across the country. It means everything to us that the dedicated people at Broadway Cares and beyond know that we will always be by their side, especially when it matters most.

“

Thank you so much City National Bank for being a valued champion of ours for more than a decade, but particularly during these last few weeks of the shutdown.

Your expert work in guiding us through the federal loan process made it possible for us to retain all 47 of our employees, which in turn made it possible to raise money for our COVID relief fund and national grants program.

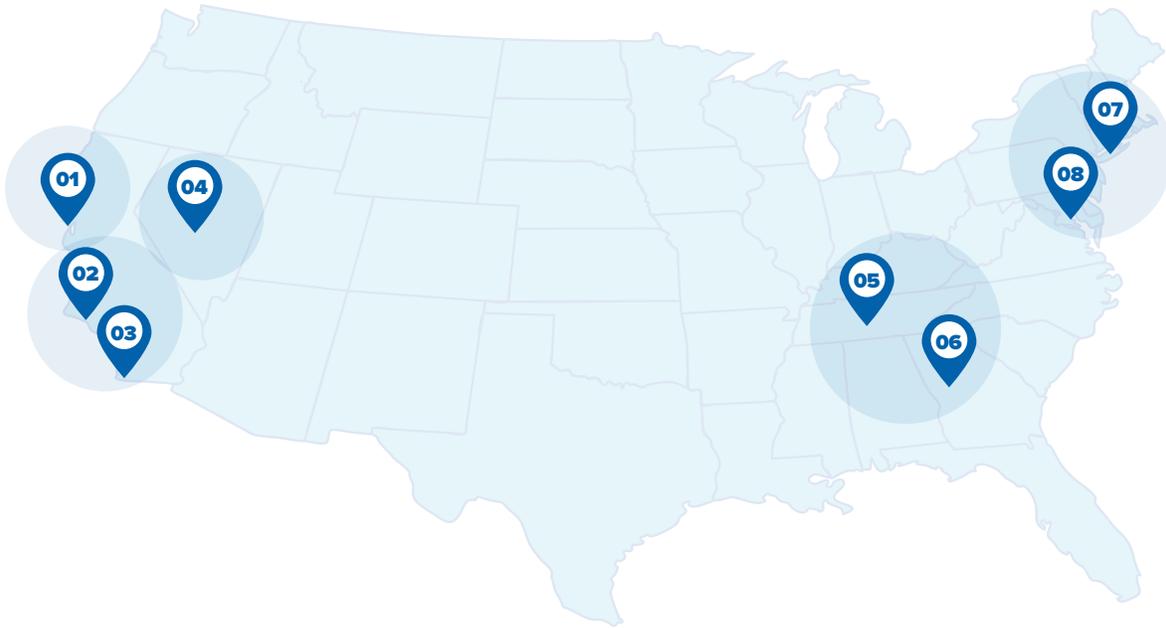
Martha Henderson, Rich McCune and Erik Picuch, I am so grateful for your support and friendship. You really do make a phrase that we have said for years — what we do together makes a difference — resonate. You are not only our friends; you are truly our champions.

”

— **Tom Viola**
Executive Director,
Broadway Cares/Equity Fights AIDS

INVESTING IN LOCAL COMMUNITIES

From Housing to Health, From Parks to the Arts.



01 Bay Area

Affordable Housing, Higher Education, Economic Development, Youth Services, Food Banks, Health Services

02 Southern California

Affordable Housing, Economic Development, Education, Health Services, Museums, Veteran Services, Food Pantry Services

03 San Diego Area

Health Services, Youth Services, Education, Community Centers, Affordable Housing

04 Nevada

Arts and Culture, Clean Water/Environment, Youth Services, Public Broadcasting, Food Banks, Blind Children Services

05 Nashville

Musicians, Music, Art, Leadership, Education, Cancer Research

06 Atlanta

Sports and Entertainment, Youth Services, Women in Film/TV/Tech, Neighborhood Development

07 New York

Maternal Health, Food Pantry Services, Broadway, Women in Film and Television, Museums, Health Services, Education

08 Washington, D.C.

Economic Development, Museums, Art, Education, Health Services, Family Services, Legal Aid, Sustainable Agriculture

AFFORDABLE HEALTHCARE WHEN IT MATTERS MOST.



In a year when health concerns were top of mind for all, we recognized a need to help underserved and underprivileged people in Los Angeles obtain necessary healthcare.

This year, City National made the largest single donation in the bank's history: a \$2 million gift to help our communities face the humanitarian, healthcare and financial challenges caused by the COVID-19 pandemic.

Included in this total was a contribution to the Saban Community Clinic, which provides a medical home for the underserved and those who are most vulnerable by providing comprehensive, dependable and affordable quality healthcare in a safe, supportive environment.

\$2M

Gift to help our communities face the humanitarian healthcare and financial challenges caused by the COVID-19 pandemic.

We recognized that this year more than any other, it was vital for the Saban Clinic to be included as a recipient of City National’s COVID-19 donation. This is because in normal years the Saban Clinic relies heavily on donations from entertainment industry supporters, whose ability to donate in 2020 was jeopardized because of the effects of the pandemic on the entertainment industry.

In addition to our donation, the Saban Clinic was one of many clients City National helped in applying for a PPP loan.

City National has also shown support through our volunteer efforts at the clinic, including the annual holiday event, at which items such as kids toys, pajamas, blankets and other essentials were donated. This year, the Christmas party was postponed until February and was called the Saban KIDS Holiday Drive Thru event.

Martha Henderson, executive vice president and manager of Entertainment Banking at City National Bank, has been involved with the Saban Clinic for quite some time. “It was a great synergy for City National to be involved, because the clinic was really dedicated to giving to the community,” Henderson said. “They practice physical medicine and counseling, and they operate as a full clinic that sees all ages of patients.”

Henderson is also a tremendous personal supporter of the Saban Clinic. She asked that in lieu of a commemorative anniversary gift, the bank make a donation in her name to the clinic. In recognition of her and the bank’s support, Saban Clinic named their newest children’s area “Martha’s Corner.”

We’re proud of our continued involvement with such a great Los Angeles organization and will continue to help the Saban Clinic and its communities thrive when it matters most.

“

City National Bank has been a vital and generous supporter of Saban Community Clinic since 1999. Their pure philanthropic spirit and passion for supporting the Los Angeles community is truly inspiring.

This past year, their contributions and assistance in securing a much-needed PPP loan allowed us to continue to provide critical health services to a community that has been disproportionately impacted by COVID-19. Their leadership team and staff are hands-on, doing whatever they can to make a difference, and can always be counted on.

Because of City National, tens of thousands of Angelenos in need have received the critical healthcare they need and deserve, regardless of their ability to pay or their insurance status. We could not do this important work without City National and are eternally grateful.

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— **Muriel Nouweze**
Chief Executive Officer,
Saban Community Clinic

BUILDING A FUTURE FOR OPERATION SAFEHOUSE.



Like countless others, when the pandemic hit, the agency was worried that their organization wouldn't make it. The agency knew that having to cancel their annual fundraiser would be devastating.

Founded in 1988 by Amy Harrison and Susan Stark, Operation SafeHouse provides temporary housing for 11- to 17-year-olds in crisis. It operates an emergency shelter in Riverside, California, and one in the Coachella Valley, providing a safe and supportive place to live in for teens.

“

I felt a tremendous responsibility to help get as many approvals of PPP loans as possible.

— **Mark Stringer**
Vice President,
Senior Relationship Manager
City National Bank

As a nonprofit, the organization depends on donations and its annual fundraiser to keep running. Losing these opportunities in 2020 added to the overall fear and uncertainty that all of us were experiencing.

If Operation SafeHouse closed its doors, it would leave countless children and teens with nowhere to go, and it would leave the 95 employees, who help run the shelter and provide schooling and counseling services, without jobs.

So the agency decided to act. They quickly applied to two banks for the Paycheck Protection Program (PPP). Each financial institution denied their request and suggested they look elsewhere for help.

The agency then reached out to the bank where Operation SafeHouse was a client. That was City National's Riverside branch, where Mark Stringer, vice president and senior business relationship manager, would ultimately help them secure the PPP loan that Operation SafeHouse desperately needed.

The weekend before the SBA opened up the PPP loan application portal, Stringer worked with the agency to make sure they had all the needed documents in order. He submitted the application that week, and it was approved later that same day.

"I feel a great sense of pride knowing we were able to help Operation SafeHouse obtain a PPP loan," says Stringer. "We are really living our City National values during this pandemic, and I've never been prouder to be a banker or to work here. There are few things more important than having a safe place to shelter."

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It's in City National's DNA to help our clients and our communities when they need us most. We're so happy we were able to help Operation SafeHouse keep its doors open during these unprecedented times.

— **Scott Witter**
Executive Vice President of
Personal & Business Banking

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In some respects, this story reflects how our colleagues have always done whatever they can to help their clients. "City National Bank has done a very good job at taking care of clients," said Stringer. But it was especially important to Stringer and his team to show Operation SafeHouse and other clients that City National would always be at their side when it matters most.

HELPING RESTAURANTS, ONE ORDER AT A TIME.



As part of our widespread efforts to help small businesses during the pandemic, City National wanted to support an industry that was hit especially hard — restaurants.

It's difficult to overestimate how everyday routines were completely turned around for restaurant owners and their employees. Especially in the early days of the pandemic — with patrons unable to dine in, restaurants still not fully prepared for outdoor dining, and uncertainties about the virus still swirling — many customers simply started to forgo even takeout and delivery options altogether. Popular spots that were once struggling to meet excessive demand would find cause for celebration when they had even a fraction of their former orders.

When we realized that the pandemic was having this outside effect on service industries in particular, we created the City National Restaurant Challenge, where colleagues were encouraged to support our client restaurants by patronizing their takeout and delivery services. As extra incentive (and more help to the restaurants, too), colleagues who participated were eligible to win a \$100 gift card to the establishment of their choice.



Using the bank's COVID-19 microsite that included regional listings, colleagues would place a delivery order from an establishment on the list and share a photo of their meal. Colleagues residing in areas without any client-owned establishments were encouraged to order from a local restaurant of their choosing, and still submitted photos of their orders. Once a week, a panel of judges chose the most creative picture.

The total scale of City National's corporate assistance for small businesses was considerable, especially considering the amount of PPP loans we helped small business owners apply for and receive. But we're particularly proud of the Restaurant Challenge precisely because it relied on individuals acting on their own.

It is a testament to our colleagues that so many are willing to help people in their local communities when it matters most.

SHARING KNOWLEDGE TO HELP BUSINESSES RECOVER.



Even in normal times, educating and guiding our clients is a cornerstone of how we work at City National. We're there to help navigate the complex financial situations of running a business or making personal decisions that can have a huge impact on their future.

When the lockdown started and the economy was thrown into turmoil, the complexity was dialed up several notches. We became even more determined to help people and knew that providing financial education could be of tremendous benefit to our communities.

That's when City National made the easy decision to join forces with the John M. Langston Bar Association ("Langston Bar Association"). Together, we organized a three-part Business Recovery Series, which launched in November 2020. The mission of the Langston Bar Association is to empower leadership, advance the professional development of its membership, and promote the administration of justice in the Black community and the community at large. It was an ideal educational collaboration, as their organization does impressive work in their local communities, and City National has hosted other events together with them in the past including outreach regarding PPP loans.

As the uncertainty continued to grow as the pandemic worsened, people needed real answers and expert guidance to minimize their risk and stay operational. Together with the Langston Bar Association, we wanted this symposium to be a source of comfort and reliable information — not just for our clients, but for other business owners and entrepreneurs doing their best to navigate the widespread economic disruption and stay on their feet.

Along with Eric Clay, a financial well-being coach at Operation HOPE, Inc., Quentin D. Strode, managing director of Artifex Capital & Advisory, and Nyanza Shaw Esq., president of Langston Bar Association, City National provided financial expertise at the events including hands-on knowledge and insights. City National has worked with the Langston Bar Association in helping serve entrepreneurs, their businesses and their families since 2015. The opening of City National's Crenshaw Branch, in the same district that the Langston Bar Association is headquartered, opened the door to even greater collaboration in the community. This collaboration is an important asset for all of those who attended the series.

Throughout the many relevant topics discussed, the connection City National clients develop with their individual Relationship Managers repeatedly shined through. This is a level of attention and dedication most small business owners are simply not used to experiencing, particularly minority and women-owned businesses. It was apparent that such a close working relationship would be invaluable in tough times — for example, helping clients with the Paycheck Protection Program loan process from start to finish, as City National was committed to doing.

Karen A. Clark also explained that even if someone isn't a City National client, it is important that they know what their own bank can and should be doing for them. The workshops covered a gamut of topics that would be on the mind of anyone running a business, from general financial considerations for small businesses, to how to rebalance a balance sheet, to protecting and strengthening credit and understanding business banking and financing.

And of course, the three-part series also focused on topics specific to the pandemic, including how to pivot a business, what types of business loans are available and how to get a business back on track after an emergency causes an erosion of credit and capital.

Events such as these with the Langston Bar Association give bankers powerful platforms to help people through the crisis, sending the message to our clients and broader community that City National will be right there with you when it matters most.

HELPING HOMEBOY INDUSTRIES FEEL RIGHT AT HOME.

Before the pandemic, every morning at 8:50 a.m., the Homeboy Industries staff would gather as a community, a few hundred strong, at their main campus in Los Angeles for their “Morning Meeting” in celebration of the day ahead and the work members of its community would do to change the arc of their lives. All of that changed in late March 2020 with the issuance of stay at home orders.

“Social distancing is the antithesis of Homeboy’s culture,” according to Tom Vozzo, CEO of Homeboy Industries. “Every day at Homeboy is marked by an embrace to reflect that we see each other for the best of who we are, and our building is packed with people who are actively engaged in working on themselves, to create a better life forward.”

Homeboy Industries provides hope, training and support to formerly gang-involved and previously incarcerated men and women, empowering them to redirect their lives and become contributing members of our community. And they have grown to have international reach. Their Global Homeboy

Network now comprises over 400 international organizations that have come to learn from Homeboy’s successes and recreated their model in their own communities.

City National believes that the work we do truly has the power to transform lives and communities, which is why we are passionate about helping other organizations who share that belief. And Homeboy Industries certainly fits the bill.

But in a year of social distancing, the Homeboy campus here in L.A., which regularly serves more than 8,000 men, women and youth annually, was forced to go mostly virtual, and their numerous social enterprises, including the Homegirl Café, had to find new ways to operate. The economic ramifications and limits on their ability to do business and to fundraise were a great source of concern, but City National was there to guide them through their Paycheck Protection Program loan application.



With critical PPP funding through City National Bank, we were able to stabilize our businesses and provide space for our staff to determine how we could best move forward during an unprecedented time.

— **Tom Vozzo**
CEO of Homeboy Industries



They got creative and also found a way to keep giving back. With the Homegirl Café closed to business for the foreseeable future, the staff decided to launch a new enterprise preparing and delivering freshly made meals to food-insecure Angelenos. Their new enterprise, Feed HOPE, has now delivered more than 300,000 meals to those in need, all at a time when more and more people struggle to find food.

The private and public funders who made Feed HOPE possible also enabled the Homegirl Café, which briefly closed early in the pandemic, to expand its staff, providing job security for those on the margins during a highly uncertain time.

“This ‘pivot’ at Homeboy Industries would not have been possible without the stabilizing force of our PPP funding,” Vozzo said. “We are incredibly grateful to City National for providing us the time and space to innovate for our community.”

Homeboy Industries also found ways to arrange virtual sessions with mental health clinicians and educational staff, and even found safe ways for case managers to meet with participants on campus. They couldn’t shut the doors to people who are so marginalized already, as it would only drive them further to the margins, away from any source of assistance.

With the people who have built Homeboy and the devotion they’ve shown since their inception, we have no doubt that their creativity and drive would see them through this crisis. But we are proud to have made that journey a little easier, and that we were able to show our friends and colleagues at Homeboy Industries that City National will always be there for them, and especially so when it matters most.

SOCIAL ENTERPRISES THAT MAKE UP HOMEBOY INDUSTRIES:

- Homeboy Bakery
- Homegirl Café & Catering
- Homeboy/Homegirl Merchandise
- Homeboy Farmers Markets
- The Homeboy Diner at City Hall
- Homeboy Silkscreen & Embroidery
- Homeboy Grocery
- Homeboy Cafe & Bakery in the American Airlines terminal at Los Angeles International Airport
- Homeboy Electronics and Recycling
- Feed HOPE

A PANDEMIC COULDN'T STOP US.



Although it felt like everything changed in 2020,

our City National colleagues' dedication to giving back became only more pronounced. While adjusting to life at home with children, new ways of remote working and sometimes financial hardships from losing household income, our colleagues still found a way to help others.

When the lockdown started in March, City National colleagues donated their own supplies to our essential worker staff, whom they felt needed them more. Some of our colleagues also went grocery shopping for coworkers who were ill with COVID-19.

In Los Angeles, some City National colleagues donned their masks and face shields and met a client at his store to help him finish the Paycheck Protection Program loan application for his essential business. This client had been struggling to get his application together while figuring out how to run his store under the then-new COVID-19 guidelines. He needed help, and our colleagues showed up.

City National colleagues helped assemble and donate 5,000 Clean the World Kits to homeless people in need, with each kit containing soap, shampoo, conditioner, toothpaste, a toothbrush, sanitizing towelettes and clean socks.

Helped assemble and donate

5,000

Clean the World Kits for the homeless.

One of our colleagues in New York is also the director of the nonprofit United Sikhs, which prepared and delivered tens of thousands of meals to people most in need in the city.

Other City National colleagues in L.A. participated in the Crenshaw YMCA's Operation Cozy Coat to help local families in need.

This is just a snapshot of how all of us at City National showed through our actions that we are determined to make a positive impact on our communities — and that we'll always be there when it matters most.

\$13.2M

Invested by City National toward charitable and civic programs.

14%

Of colleagues donated their time in their communities, adapting to social distancing guidelines.

Over

320K

Hours volunteered by colleagues since 2001.

Over

20K

Hours volunteered by colleagues in 2020.

\$789K

Dollars for Doers grants awarded in recognition of colleagues' total volunteer hours since 2002.

\$8.7M

In social value* contributed through the efforts of colleagues since 2001.

**Based on \$27.20 per hour, as suggested by independentsector.org*

HELPING THE HOMELESS DURING THE LOCKDOWN.



The past year of stay-at-home orders changed the way we all live and work. It's no secret lockdowns presented difficulties for all.

But the global pandemic also caused us to stop to consider how much harder and more perilous everyday life became for those without a home.

Experiencing homelessness is a reality most of us can barely fathom, and it is even more unimaginable in a world on lockdown during a health crisis. While vigilantly honoring restrictions on in-person contact and CDC guidelines on social distancing, we still wanted to find a way to help society's most vulnerable people in their everyday lives, beyond another virtual event.

Our team found a safe, socially distanced way to help the homeless by volunteering with the Clean the World Foundation, a global impact organization whose mission is to save millions of lives around the world, while reducing waste, through redistribution of excess soaps and other personal hygiene products from hotels and other institutions.

This gave our City National colleagues an opportunity to make a huge impact on individual lives, enabling them to independently assemble Clean the World's Soap Saves Lives Boxes, which contain hygiene kits that are distributed directly to the homeless population in communities where we work by the National Coalition for the Homeless. These boxes provide essential hygiene supplies to underprivileged children and families. Each kit contains soap, shampoo, conditioner, toothpaste, a toothbrush, sanitizing towelettes, and clean socks.

We ensured that our kit-assembling activities were COVID-19 compliant by providing toolkits to colleagues with detailed instructions on how to participate. We set up stations in larger conference rooms at City National offices, with colleagues taking maximum two-person shifts, while ensuring that all participants wore masks and gloves and had access to hand sanitizer. We also encouraged colleagues to build kits in their own homes alongside their families. The completed kits were picked up by UPS carriers so that our colleagues could stay safe and not have to go out in public or expose others to unnecessary contact.

When we announced the opportunity to participate in this program in October 2020, all of our 100 available spots were claimed within 30 minutes. With each registrant building 50 kits, we donated

5,000 kits

distributed to homeless population

This level of dedication by our colleagues did not surprise us, but it did further inspire all of us to see so many people at City National willing to donate their time and effort to provide lifesaving materials to those who need it most, when it matters most.

RECIPIENTS OF SOAP SAVES LIVES KITS ASSEMBLED BY CITY NATIONAL COLLEAGUES:

1,050

Larkin Street Youth Services
in San Francisco.

400

Home Start - Maternity Housing
Program in the greater San Diego area.

1,050

St. Anthony's Foundation
in San Francisco.

2,500

Downtown Women's Center
in Los Angeles.

LIKE ANY CRISIS, 2020 REVEALED CHARACTER.



“

I've only been here a short time, but I've been so impressed with this company's culture and how colleagues live up to our P.R.I.D.E. values — even when we're faced with so many challenges.

— **Rich Raffetto**

President of City National Bank

”

In 2020, City National honored colleagues who had shown exceptional integrity with the inaugural Crisis Reveals Character Award. We were humbled by the amount of worthy contenders who proved they are always ready to step up when it matters most.

It would be difficult to sum up the spirit of the award better than City National Bank's president, Rich Raffetto, did in his speech announcing the winners: “The novelist James Lane Allen said, ‘Adversity does not build character, it reveals it.’ After all that 2020 has handed us, I can't think of a more appropriate time to recognize colleagues who have demonstrated extraordinary service, poise and professionalism in a highly stressful environment.”

The winners were not chosen based on title or seniority. They were selected because their handling of adversity revealed true character.

Raffetto continued, “I’ve seen and heard about so many acts of selflessness and generosity among our colleagues during the pandemic. I wish we had time to tell every story about just how strong our colleagues’ character is because it’s really inspiring. But today, we’re going to honor two of them.”

This year, the Crisis Reveals Character Award was given to two City National Personal & Business Banking colleagues from Irvine who have accomplished incredible things for their community: Yasmeen Ahussain and Sharmila Shamail. They’ve been working together for three years and have hosted many charitable events — and they weren’t about to change that in 2020.

The challenges everyone faced this year fueled their generosity — and they got creative, determined and innovative.

Ahussain, the Irvine branch manager, and Shamail, a client officer, found several warehouses and restaurants willing to donate food, blankets and hygiene products for the homeless. They gathered truckloads of items and made multiple deliveries to homeless shelters and others in need throughout Orange County and Los Angeles.

While these two women have long proven their dedication through their community service efforts, COVID-19 complicated everyone’s ability to help this year. But because so many people lost their jobs and were unable to put food on the table, they decided to reach out to food banks and major food suppliers, asking them to donate to the cause.

Ahussain and Shamail then coordinated a drive-through donation event, working extra hard to make it safe for 500 drivers to come and pick up groceries and toiletries, fully adhering to CDC guidelines. The driver of each car arriving at the location was asked to open the trunk so that volunteers could safely fill it with food, supplies and winter clothes — and masks and sterile gloves when needed — without making personal contact that could put either party at risk.

And they didn’t stop there. With help from their colleagues at the Irvine branch, Ahussain and Shamail also started delivering lunchboxes to local Kaiser Permanente hospital workers who were caring for COVID-19 patients.

That project arose one day after a doctor’s appointment, when Shamail suggested delivering lunches to medical workers on the front lines. They immediately started talking to different hospitals and were able to connect with Kaiser’s COVID-19 unit, and were touched by the staff’s dedication despite the risks surrounding them. Knowing that these workers often sacrificed their mealtimes to continue serving their COVID-19 patients, they were inspired to deliver hot meals directly to the hospital, working with local restaurants who enthusiastically helped with the cause.

Incredibly, these two exemplary women accomplished all of this while managing to help make City National’s Irvine branch the top-performing branch in the bank. And they modestly attribute all of their success to the bank’s culture of support and dedication to action over talk.

“

At City National Bank, we are encouraged to be involved with community service. It can be by way of our financial literacy program, our back-to-school program or through community service to any nonprofit organization. It is an honor to work for an organization who supports charitable work. We feel privileged to have the support and guidance from our colleagues to be able to give our time and make a little difference in our community.

— **Yasmeen Ahussain**
Vice President, Branch Manager

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In a year when so many of our colleagues went above and beyond to help others, it goes without saying that Ahussain and Shamail are truly remarkable people who continue to inspire us all with their continued dedication to helping others when it matters most.

TENS OF THOUSANDS OF HOMEMADE MEALS FOR NYC.



The COVID-19 virus hit New York especially hard.

The headlines coming out of the city early on in the pandemic were nothing short of devastating.

But amid all the hardship and turmoil, there were rays of hope. And our colleagues there showed that they would not abandon the city they call home.

We're especially proud of the efforts of one City National colleague, Hardayal Singh, who spearheaded an effort to provide food to those who might otherwise go hungry during the pandemic.

Singh, an enterprise principal architect with the Technology and Innovation group at City National, is also the director of advocacy for United Sikhs, a nonprofit organization based in Queens. When the seriousness of the COVID-19 situation became evident in March 2020, New York's Office of Emergency Management reached out to them seeking help in providing vegetarian meals.

Singh and other volunteers immediately started organizing a way to help, getting together to cook in the kitchen of the Sikh Center Temple in Queens Village.

By working in shifts and being vigilant about wearing masks and gloves, the group made batches of rice, chickpeas, mixed vegetables and ras malai, an Indian sweet.

After just a few days of cooking,
they had managed to pack over

30,000

vegetarian meals, which were then distributed by New York City officials to populations in need, including vulnerable seniors who could not leave their homes and others who were unable to afford meals.



After this initial impressive push, Singh and the United Sikhs continued to work hard to meet the demands of needy neighbors who needed meals, PPE equipment and groceries delivered, with requests being made directly to the organization's hotline. As the pandemic continued and the lockdown disrupted lives all around them, the group continued to deliver over 500 meals every day.

The Royal Bank of Canada recognized Singh's exceptional commitment to creating positive social impact in his community with the

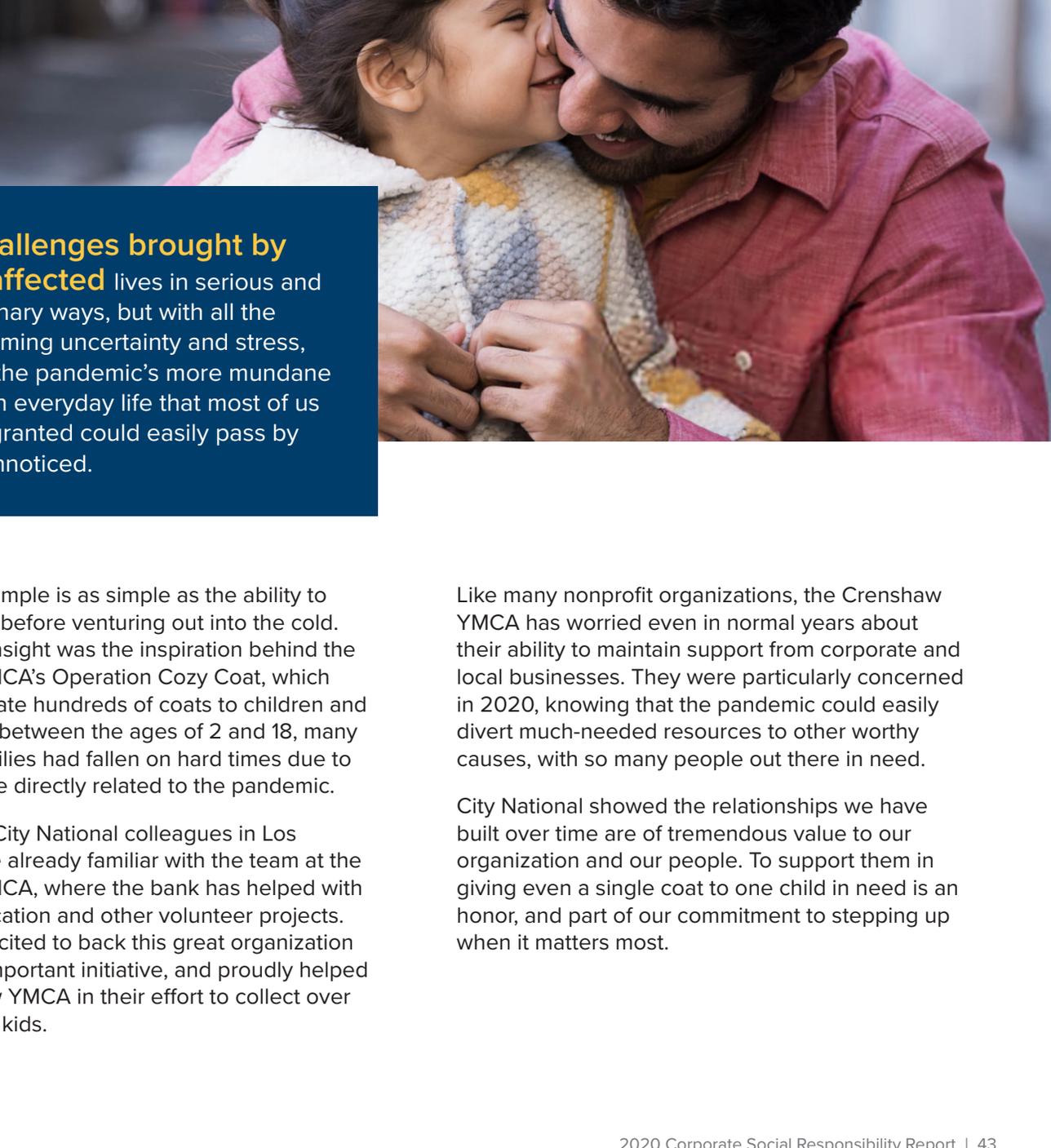
**RBC GLOBAL
CITIZEN AWARD.**

He was among 75 colleagues worldwide selected for this honor. As part of the esteemed award, Singh could choose a nonprofit to receive a \$4,000 donation — a gift Singh designated to United Sikhs.

New Yorkers are a proud, resilient bunch. Singh exemplifies their grit and dedication to their city. His advocacy for those in need could itself be a full-time job, particularly with the extraordinary efforts he showed when it matters most.

\$4,000 Donated to
United Sikhs.

WARMING UP TO A WORTHY CAUSE FOR KIDS.



The challenges brought by 2020 affected lives in serious and extraordinary ways, but with all the overwhelming uncertainty and stress, some of the pandemic's more mundane effects on everyday life that most of us take for granted could easily pass by almost unnoticed.

One such example is as simple as the ability to put on a coat before venturing out into the cold. That simple insight was the inspiration behind the Crenshaw YMCA's Operation Cozy Coat, which aimed to donate hundreds of coats to children and young adults between the ages of 2 and 18, many of whose families had fallen on hard times due to loss of income directly related to the pandemic.

Some of our City National colleagues in Los Angeles were already familiar with the team at the Crenshaw YMCA, where the bank has helped with financial education and other volunteer projects. They were excited to back this great organization for such an important initiative, and proudly helped the Crenshaw YMCA in their effort to collect over 700 coats for kids.

Like many nonprofit organizations, the Crenshaw YMCA has worried even in normal years about their ability to maintain support from corporate and local businesses. They were particularly concerned in 2020, knowing that the pandemic could easily divert much-needed resources to other worthy causes, with so many people out there in need.

City National showed the relationships we have built over time are of tremendous value to our organization and our people. To support them in giving even a single coat to one child in need is an honor, and part of our commitment to stepping up when it matters most.

HELPING VICTIMS HEAL THROUGH ART.



While City National has supported the arts since our founding, we've grown tremendously and are now able to help more and more people and communities in need. It was in this spirit that we proudly collaborated with the LGBTQ Alliance to sponsor A Window Between Worlds (AWBW), a leading organization dedicated to supporting creativity and mental wellness by helping hundreds of organizations across the United States incorporate artistic expression into their work with trauma survivors.

In celebration of Multicultural Month at City National, and to honor the survivors of trauma whom AWWB is dedicated to championing, several of our Colleague Resource Groups donated six tickets to Home Is Where the Art Is, AWWB's series of virtual interactive art workshops.

With the guidance of seasoned Windows Facilitators, attendees to Home Is Where the Art Is were given the opportunity to explore their creativity, enhance their well-being and gain a deeper understanding of the real impact their support has on the lives of trauma survivors across the country. No artistic skills were needed to participate.

We are inspired that our colleagues were able to participate in an event dedicated to giving hope to victims of trauma when it matters most.

HELPING IS ITS OWN REWARD, AND THEN SOME.



Our colleagues go above and beyond to give back to their communities, and City National is behind them every step of the way. We do what we can to ensure that their efforts are recognized, and they understand that the bank values the contributions they make as involved citizens.

That's the idea behind City National's Dollars for Doers program, through which qualified nonprofits can receive up to \$500 annually for each colleague who volunteers 20 hours or more with them.

We know that the considerable time and sacrifice our colleagues regularly make for others in our communities are the real contribution, but we also know that every little bit helps. And with the amount of volunteering City National colleagues do each year, those extra donations have really added up.

The total City National Dollars for Doers contribution for 2020 was \$47,250, and since 2002, the bank has donated \$789,000 in recognition of our colleagues' volunteerism.

Even without these corporate contributions, we have no doubt that our colleagues would be just as driven to give back and support people in need when it matters most. But the Dollars for Doers program is a way for us to live up to our P.R.I.D.E. principles and show support to each other when it matters most.

Contribution for 2020 was

\$47,250

Since 2002, the bank has donated

\$789,000

EDUCATION IS A SUPERPOWER.



In 2020, our efforts in education included:

PROMOTING

Financial literacy with our Dollars + Sense program.

FOSTERING

Literacy through our Reading is *The way up*[®] program.

ADAPTING

Our Back-to-School Drive donations to help kids learning from home.

HELPING

To launch Go Strong Mobile Pre-K Academy.

PROVIDING

Career experience through our work study program with Verbum Dei High School and expanding our summer internship program.

Education has always been a cornerstone of our approach to work and to giving back. Being there to provide financial education to our clients is of course a big part of that, but we believe in the power of education in all stages of life.

That's why one of City National's most important goals is to empower children and adults within our communities by providing more access to books and education. This crucial cause took on added meaning and poignancy this past year, as schools across the country were closed for public safety.

One of the most significant cultural effects of the COVID-19 crisis was the impact on families who suddenly had to contend with remote learning for their children, often while simultaneously navigating working remotely as the new standard.

In normal times, City National is committed to providing in-person courses and donating school supplies to students in need. While we couldn't proceed with some of our regular fundraising and events owing to the health crisis, we knew that we could still find ways to support kids, parents and teachers.

Our colleagues rose to the occasion, finding creative ways to invest time and resources toward literacy programs such as Reading is *The way up*[®] and teaching financial education through Dollars + Sense, a financial literacy program that we continued to hold virtually.

City National colleagues found smart ways to adapt our Back-to-School Drive for kids learning at home, and we also continued our Go Strong Mobile Pre-K Academy.

We're also proud that we continued our work study program with Verbum Dei High School in California, and that our colleagues managed to expand our City National internship program in 2020 despite all the challenges of remote learning and working.

Quite simply, the value of education is woven into our culture at City National. It informs the way we work with our clients, and it influences the ways we try to improve the local communities where we live. We lived up to these ideals in a year when obstacles to education were at their most serious — showing we value education when it matters most.

Over

\$14M

Total dollar investment going directly toward education since 2001.

Over

\$1.2M

Total invested in education in 2020.

7,996

Total number of organizations and educational institutions that the bank has donated to since 2001.

SUPPORTING FINANCIAL LITERACY FOR ALL.

Because even basic financial education is missing from traditional school curricula, despite its great importance in determining future success, City National is dedicated to doing all we can to increase financial literacy and reduce inequity in our communities. Our successful Dollars + Sense program is one of our most effective ways to help this cause, providing direct instruction and resources to K-12 students and adults to help them develop skills and confidence around financial matters.

The philosophy behind our Dollars + Sense initiative is simple, and education is at its core. We believe that in order to truly prosper, people must understand budgeting, managing credit, interest rates and other foundational aspects of how our economy and financial markets work.

Founded in 2007, Dollars + Sense is a multifaceted program that delivers age-appropriate information about banking and finance – often taught directly by our colleagues in classrooms, community rooms and now, virtually. Our most expansive Dollars + Sense initiative brings financial literacy instruction into schools. It includes a \$1 million investment to bring our digital financial literacy curriculum to all Los Angeles Unified High Schools, expanding on the program currently in schools in the East Bay and Inland Empire in California, and in New York City.

We believe Dollars + Sense is a testament to the tremendous value we place on education in general, and financial literacy in particular.

Increasing knowledge and access to this information, particularly in lower-income communities that are all too often overlooked and under-resourced, is an excellent way to begin reducing inequity and to give more individuals a true chance to succeed. We will continue expanding this program to reach more people, when it matters most.

14,821

Number of participants in Dollars + Sense sessions.

35,918

Hours of Dollars + Sense taught.

250

Dollars + Sense lessons taught by City National colleagues.

NO BETTER WAY UP THAN BOOKS.



Reading is *The way up*®

Key Performance Indicator	2020	2019	2018	2017
Number of literacy grants	135	84	121	60
Total number of grants	\$82,500	\$77,000	\$90,000	\$53,000
Organizations & schools receiving book donations	50	30	33	33

Over

\$1.6M

Total awards to K-12 teachers through the Reading is *The way up*[®] literacy program since its inception in 2002.

57,000

Annual number of books donated to schools and nonprofit organizations through our Reading is *The way up*[®] literacy program.

1,221,551

Total number of books donated to public schools and nonprofit organizations through our Reading is *The way up*[®] literacy program since its inception.

58

Annual number of schools and organizations receiving book donations.

1,258,601

Total number of children who have benefited from our Reading is *The way up*[®] literacy program since 2002.

135

Reading is *The way up*[®] literacy grants given by City National.

\$82,500

Annual dollars awarded through City National's Teacher Grant program.

Launched in 2002 and today one of City National's most successful community outreach programs, Reading is *The way up*® was created to serve as a pathway for children to discover the joy of reading and develop a lifelong love of books, thereby improving the education of our future leaders.

The program was inspired by a simple insight that we believe still holds true even in our digital world — there is no better path toward success, self-improvement and empathy than reading. By instilling a love of reading in children, we do our best to build an intergenerational bridge to the future and substantially improve the prospects and lives of people along the way.

Originally established to restock California's school library system, the program has since expanded to include all the communities we serve across the nation, and has extended beyond the donation of books. Not only does City National now award teacher grants through this program, but colleagues also personally donate their time, reading to students at schools.

City National's Latino Community Network has demonstrated the spirit behind our Reading is *The way up*® program. These colleagues dedicate many hours outside of their regular work days as passionate readers and financial literacy teachers at Logan Academy of Global Ecology in Los Angeles.

This dedicated group taught financial literacy lessons to seven classes filled with nearly 170 students. The Latino Community Network has had a tremendous impact on these students, so much so that the school's principal recently asked two of the group's most involved members — Elizabeth Acosta, a senior fraud detection investigator with City National, and Leticia Santos, a City National quality assurance manager — to serve as keynote speakers at the school's eighth-grade virtual culmination.

In her invitation to Acosta and Santos, Logan Academy's principal wrote, "You both have been such an amazing part of our journey the past two years that I thought it was only fitting to extend an invitation to one or both of you to give an inspiring message to our culminating eighth graders moving on to high school."

In her remarks, Acosta talked about the goals of Reading is *The way up*®, her own educational background, the milestone of graduating and the importance of self-motivation. Santos's keynote address focused on the pivotal role education plays in shaping one's future and the importance of community involvement.

For a bank built on personal relationships, we believe in the power of reading to broaden individual imaginations and forge real relationships across time and cultures, one book at a time. We will continue to share the joy of reading with young people in all the communities where we work, preparing each generation as best we can to live up to the highest ideals when it is their time to lead, and when it matters most.

READING IS *THE WAY UP*® SINCE 2002:

Over
1.2M Children benefited.

1,362 K-12 teachers have received grants.

\$1.69M In grants awarded.

1.2M Books donated to schools and organizations.

IT'S WHAT'S INSIDE THAT COUNTS.



Over 3,600 school supply kits donated to 35 schools.

Since 2011, City National colleagues have annually provided backpacks stocked with school supplies as part of our yearly Back-to-School Drive, packing and delivering them to elementary schools and nonprofit organizations.

In 2020, things would be different. As students had to stay home to learn virtually, backpacks weren't really a necessity, but other items certainly were. City National colleague Mark Chavez decided to use direct feedback from educators and nonprofit leaders in the education space. What was it that kids really needed as they were learning from home?

Educators had the answers: crayons, pencils, notebooks, glue sticks, markers and other craft supplies. Many students have access to these materials only when they're in the classroom and lack access to them at home. So it made sense to focus our efforts this year on the materials that would normally go inside the backpacks, rather than on the backpacks themselves.

"By moving to supply kits only, we were able to purchase over 3,600 school supply kits for donation to 35 schools and organizations, helping nearly twice as many students as we do in a typical year," said Chavez.

Because of COVID-19 and the new safety guidelines, our colleagues couldn't be as directly involved with fundraising events or be there to physically distribute the kits, as schools were largely closed. But despite that fact, Chavez did all he could to ensure that the Back-to-School Drive could still happen.

City National decided to cover the costs of the entire campaign, with Chavez handling the bulk of the logistics. We look forward to holding our next Back-to-School Drive with more personal interaction, but we're proud that our colleagues found a way to demonstrate our commitment to supporting education and to making a difference when it matters most.

BRINGING THE CLASSROOM TO KIDS WHO NEED IT MOST.



City National has been determined to support education since our inception, and our passion for learning continues to be a crucial pillar of our community outreach today. We believe that the most significant impact to education can happen early in a child's life, setting them up for future success by transforming their trajectory and giving them a better opportunity to reach their full potential.

That's why we were excited to work with Las Vegas Mayor Carolyn Goodman, who last year designated education outreach as one of the five major initiatives of the Mayor's Fund for the city. With her coordination, City National was able to work with Las Vegas - headquartered Zappos and the Vegas Golden Knights to support the Strong Start Go Mobile Pre-K Academy. City National donated \$50,000 to the program, the largest contribution donated to the project.

The Strong Start Go Mobile pre-K Academy offers families affordable, high-quality early education where they live. It doubles as both an early childhood center and a means to increase awareness, parent engagement and advocacy for early learning. The program includes half-day pre-K classes in mobile classrooms along with family engagement workshops and activities. Reading, writing and arithmetic are at the heart of the program, which also heavily weaves in technology.

Each mobile pre-K classroom serves two strategically selected locations four days a week, with one morning session and one afternoon session. At each location, children receive two and a half hours of learning time focused on educational, social, emotional and physical development, helping to prepare them for kindergarten and future learning.

Another big part of the Strong Start Go program is getting families more involved in their children's education, as there is substantial research showing that learning increases when parents actively participate. The pandemic made this aspect of the program more difficult in 2020, but one day per week, Strong Start Go's Mobile Pre-K staff conducted parent engagement workshops with both the parents and their children present. The program has also increased communication with families to include more learning activities that can be extended to the home environment.

Beyond the focus on education itself, City National believes in the program's mission to bridge the gap between disparate communities and to give more children a stronger start, with the aim to decrease inequity and to significantly increase the number of students who graduate from high school more prepared for college and their future careers.

Strong Start Go is a wonderful example of people coming together for children when it matters most, and we look forward to continuing to support their mission in the future.



CITY NATIONAL 101: EXPANDING OUR INTERNSHIPS.

In a year of remote learning and locked down universities, it might be expected that City National's summer internship program would be minimized or even canceled. But despite all the challenges, last year we were actually able to expand the program to even more interns than in previous years.

City National's summer internship program provides rising college juniors and seniors opportunities to work with professionals on real-time projects and problems, independently and also within a collaborative team environment. The interns are also matched with other interns to deliver a capstone project to be presented to senior leadership at the end of the program. Our teams at City National work hard to create relevant learning and networking opportunities in order to round out each intern's experience.

In November 2020, we organized a remote recruiting event to select candidates for summer 2021. This special virtual event gave attendees a chance to learn more about City National Bank and the internship program in particular, with fantastic opportunities to speak directly with current City National colleagues about their own experiences and to interview with our hiring managers.

The summer internship program is intended to build a pipeline for early-career talent into City National Bank. Being remote had its difficulties, but one benefit was that we were able to reach out to a dozen more universities, thus expanding our talent pool and the entire program. Because we believe in reducing inequity and in the power of a diverse workforce, we also worked with organizations like INROADS, Posse and SEO-USA.org to ensure these opportunities were available to a broader range of candidates with different backgrounds.

We look forward to working with these talented young people in the summer of 2021 and are certain we'll be able to learn a great deal from them as we show them what it means to work at City National Bank. One lesson we sincerely hope

to impart is that their education is priceless, and that our colleagues are there to help lift up our communities when it matters most.

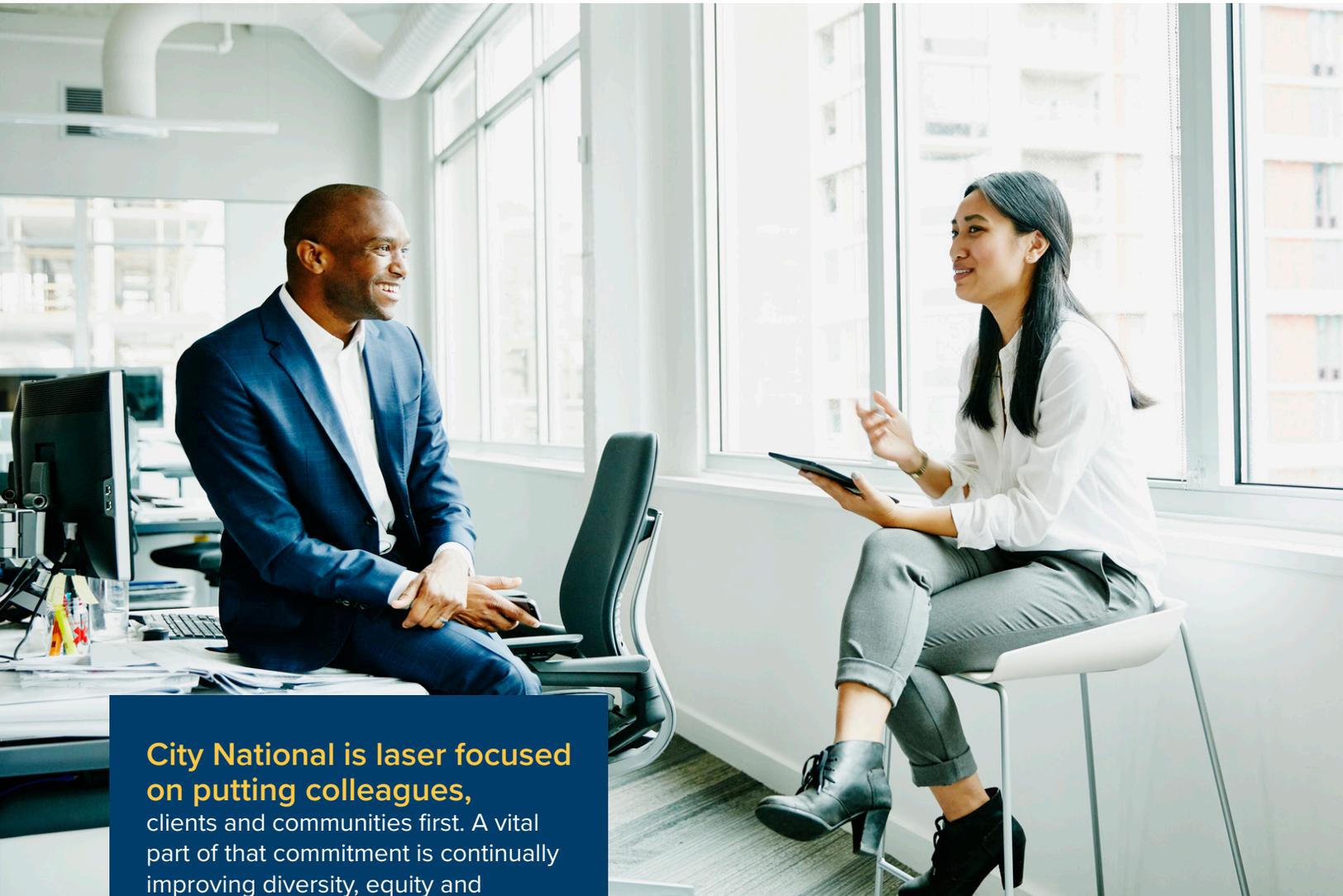
Programs and universities that participate in our summer internship program:

- Posse Foundation
- CollegeMatch
- INROADS Neighborhood
- Academic Initiative
- USC's athletic scholars
- Vassar
- Notre Dame
- Sponsors for Educational Opportunity (SEO)
- Yes 2 Jobs
- Unite-LA
- USC's Latino Alumni Association
- USC's Black Alumni Association

Black Alumni Association schools that participated in 2020:

- Bucknell University
- California Baptist University
- Fordham University
- Harvard University
- New York University
- North Carolina A&T State University
- Pacific Lutheran University
- Rutgers University
- The George Washington University
- The University of Texas at Austin
- Trinity College
- University of Florida
- University of Oregon
- University of Pennsylvania
- University of Virginia
- Weber State University

DIVERSITY, EQUITY AND INCLUSION: A MOVEMENT, NOT A MOMENT.



City National is laser focused on putting colleagues, clients and communities first. A vital part of that commitment is continually improving diversity, equity and inclusion in our culture.

Throughout 2020, we were inspired to join the national conversations about racial justice and the outsized impact of the pandemic on women and people of color. We got to work on moving the needle on those issues within the bank and beyond, knowing that we could do our part to help keep the momentum going.

Thanks to our colleagues, City National made real progress in 2020. And to ensure that our actions have lasting power, we made an effort to effect changes that will be sustainable — and ongoing.

City National's diversity, equity and inclusion milestones in 2020 include:

\$362K

Contributed to the NAACP Legal Defense and Educational Fund and the Equal Justice Initiative.

\$30M

In contracts with minority business owners.

\$883.3M

In low-income housing tax credits since 1989.

EXECUTIVE MENTORSHIP

Launched Executive Mentorship program to nurture careers of VPs and AVPs, starting with our black colleagues.

UNCONSCIOUS BIAS TRAINING PROGRAM

Rolled out bankwide, starting with the most senior colleagues across the bank.

INCLUSIVE LEADERSHIP WORKSHOPS

Designed and launched workshops to drive a culture of high performance by understanding unconscious bias.

EXPANDED TALENT POOL

Added 10 new organizations and 16 new universities from across the nation to expand our talent pool and better access diverse talent for our summer internship program.

2020 BEST EMPLOYERS FOR DIVERSITY

Awarded by Forbes (third year running).

2020 BEST EMPLOYERS FOR WOMEN

Awarded by Forbes.

COLLEAGUE RESOURCE GROUPS

Organized events including a Civil Rights series; Multicultural Month; Hispanic Heritage Month; #PRIDEinside virtual toast to the community; 1st Annual Business of Latino Leadership and more.

CONTRIBUTING TO THE FIGHT.

City National has a long legacy of supporting

our colleagues, clients and the communities in which we live and work. Our commitment to them was more important than ever in 2020, at a critical moment in our nation's history.

As we recognized the longstanding pain that communities of color have endured at the hands of oppression, pervasive racism and systemic injustices in our society, we looked for ways to lift up the work being done to dismantle those unjust systems and foster equity.

Together with our colleagues, City National donated \$362,000 in a contribution matching campaign to support two organizations dedicated to fighting for social and racial justice in America:

- The NAACP Legal Defense and Educational Fund, to help its mission to fight for racial justice and secure a society where all individuals have equal rights without race-based discrimination.

- The Equal Justice Initiative, to bolster its objectives of ending mass incarceration and excessive punishment in the U.S., challenging racial and economic injustice, and protecting basic human rights for the most vulnerable people in American society.

These two outstanding organizations have a proud history of effecting real change and protecting the rights of those they represent. With these contributions, we're proud to help them continue their work when it matters most — and will continue to support them in the fight for equity.

EMPOWERING OUR NEW DEI ADVISORY GROUP TO ACT.



National conversations about racial equity reached

a groundswell in 2020, with the Black Lives Matter movement inspiring millions of people around the country and beyond. With the renewed focus on injustice and inequity in our society, one topic that gained attention was the outsized impact the COVID-19 pandemic had on women and people of color.

In the midst of this momentum, we knew actions spoke louder than words. So, we got to work examining and reinforcing programs at City National that will continually improve the diversity, equity and inclusion in our culture.

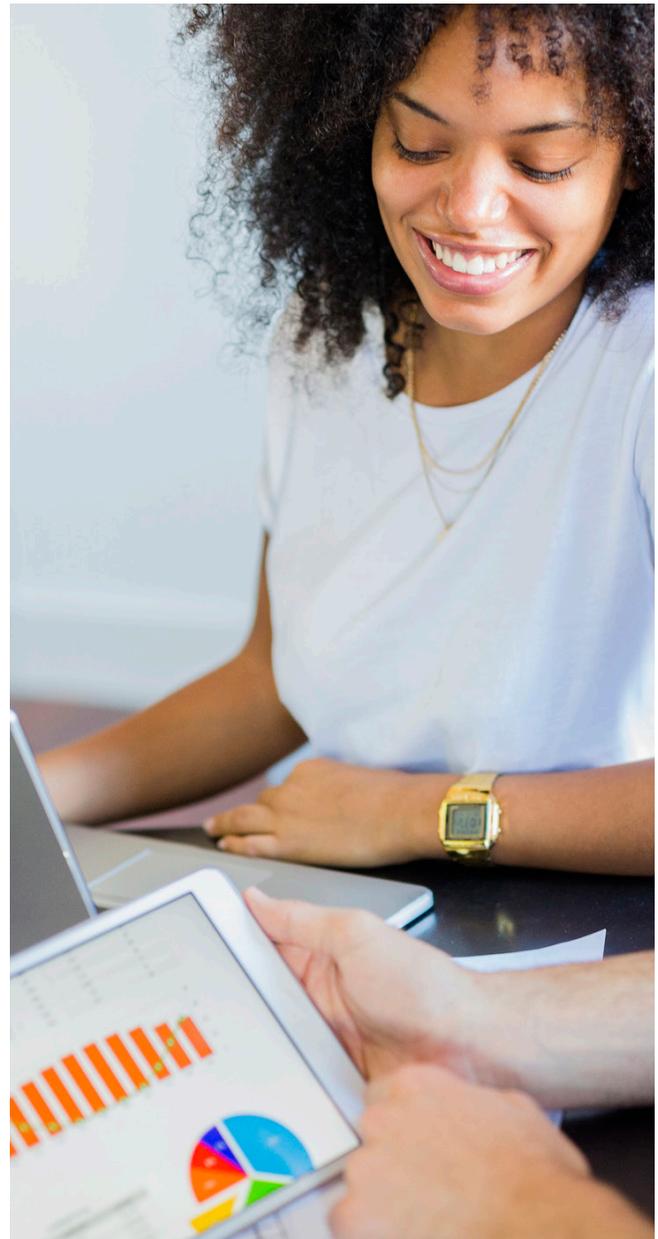
One outcome was the launch of a new Diversity, Equity and Inclusion (DEI) Advisory Group, which was empowered to create and execute against a unified DEI roadmap for the bank, grounded in our pillars of focus: programs, communication and education.

The DEI group's core team engages a volunteer network of colleagues across City National who have raised their hands to contribute to our DEI goals. This purposeful focus on DEI will help us move the needle by strategically leveraging individual colleagues, Colleague Resource Groups, and internal and external communications and branding.

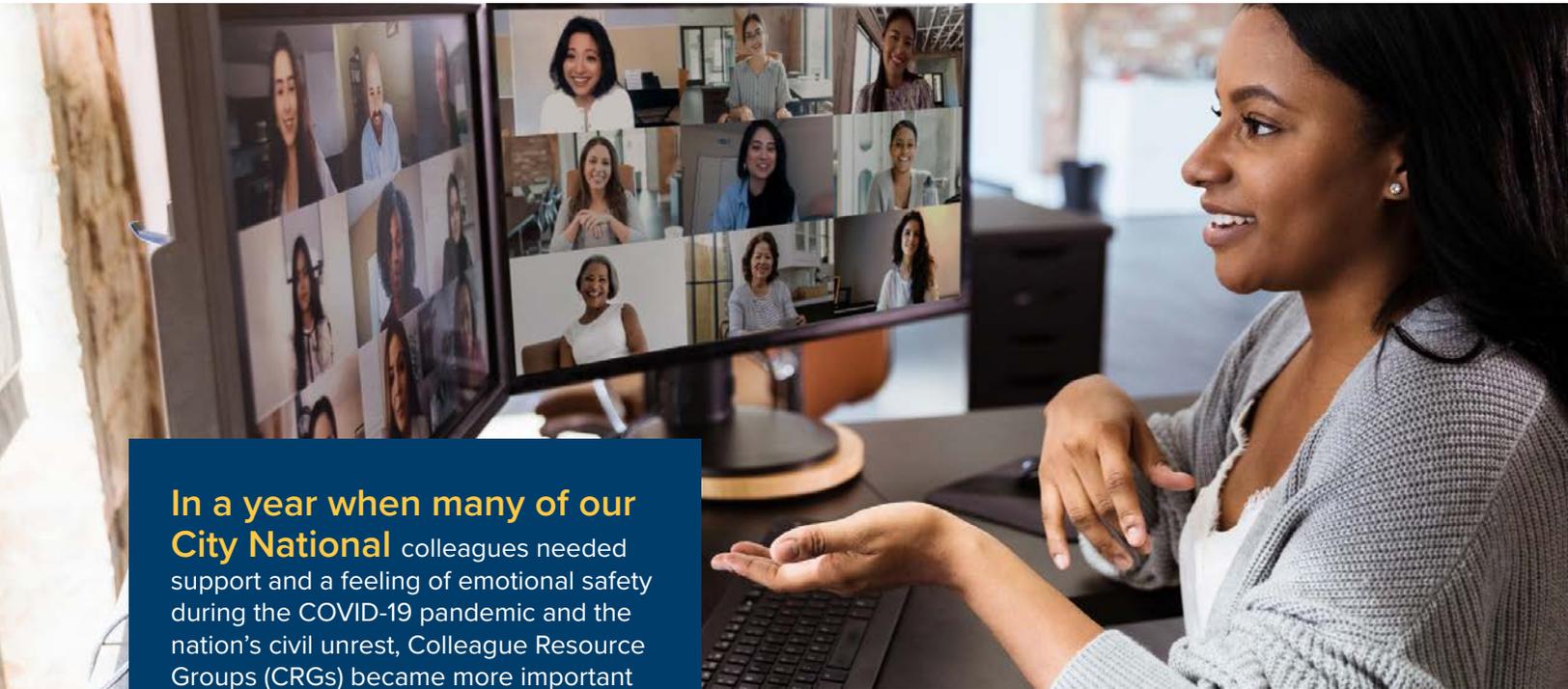
With the leadership of the DEI Advisory Group, we made real progress on our DEI goals in 2020. Here are some of the highlights:

- Launched Executive Mentorship program to nurture careers of VPs and AVPs, starting with our black colleagues.
- Rolled out the unconscious bias training program we had piloted in 2019, starting with the most senior colleagues across the bank.
- Designed inclusive leadership workshops to drive a culture of high performance by understanding unconscious bias.
- Added 10 new organizations and 16 new universities across the nation to our talent pipeline, to better connect with diverse talent.
- Launched an internal website grounded in our efforts focused on our three DEI pillars of programs, communication and education.

The creation of our DEI Advisory Group marks an important moment for City National. It will empower our company not just to evolve how we approach these monumental issues internally, but to lead the way for other businesses too, by showing them what it means to stand up for your values when it matters most.



COLLEAGUES CREATE SAFE SPACE.



In a year when many of our **City National** colleagues needed support and a feeling of emotional safety during the COVID-19 pandemic and the nation's civil unrest, Colleague Resource Groups (CRGs) became more important than ever.

Despite the new remote work standard and having to pivot quickly to create virtual events and spaces, City National's CRGs rallied to produce 43 very relevant events, creating safe places to share experiences, seek advice and thought leadership, and provide and receive mentorship from others who shared common experiences and could relate to points of pain — both personally and professionally.

These safety nets created by the CRGs contributed greatly to an inclusionary environment, particularly for many of our minority and female colleagues. One particular CRG effort, led by the Multicultural Strategy group at the bank, paid tribute to diverse cultures through multiple events featuring food, fun, introspection and conversation.

The series of events recognized Multicultural Month and Hispanic Heritage throughout September and October of 2020 with a variety of virtual gatherings meant to promote learning and appreciation for the diverse cultures of colleagues across the bank.

These events were a way to bring colleagues closer together, and to show each other that we're here for each other when it matters most.

“

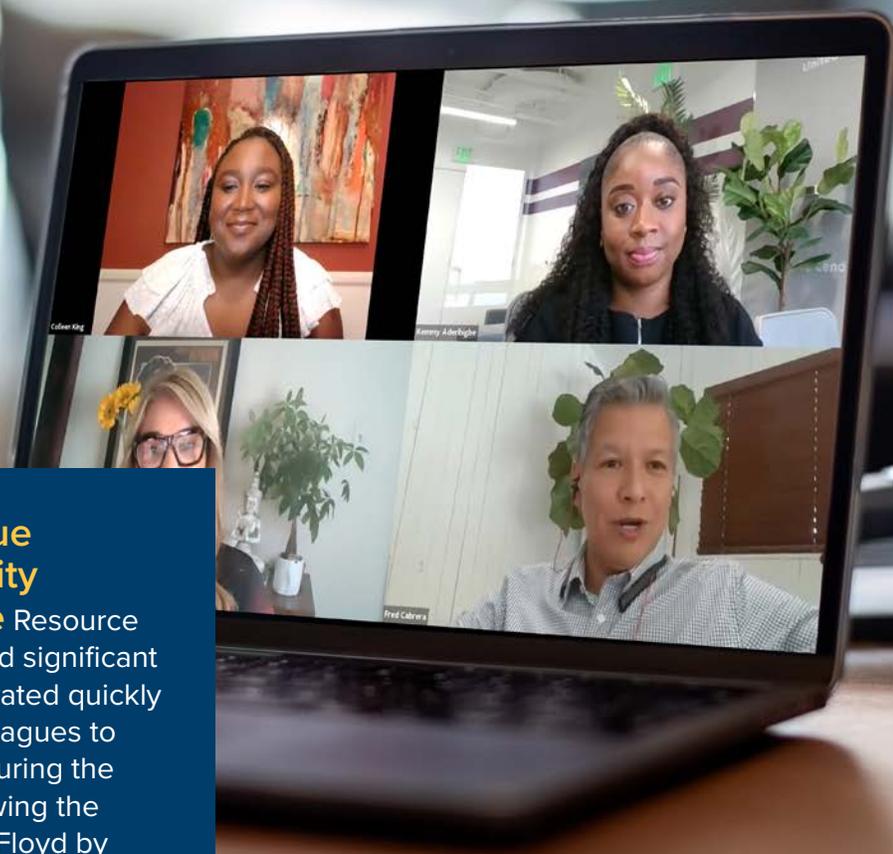
Embracing the values of various cultures strengthens our understanding of the world.

It was pretty amazing to see colleagues explore opposing concepts, points of view and cultural differences, as a way of coping with world events.

”

— **Karen A. Clark**
SVP, Multicultural Strategies Manager

VISIONARY LEADERSHIP BY THE BLACK COLLEAGUE ALLIANCE.



The Black Colleague Alliance (BCA), a City National Colleague Resource Group (CRG), experienced significant growth in 2020 and activated quickly to create forums for colleagues to speak and share freely during the nation's civil unrest following the horrific killing of George Floyd by police in Minneapolis.

“

We should all be proud to work for a company recognized as one of the best employers for diversity, but at the same time we cannot turn a blind eye to challenges colleagues are faced with every day at work.

— **Marcus Johnson**
SVP, Technology & Innovation
and co-chair of the Black
Colleague Alliance

”

The BCA hosted a series of civil rights - focused events in 2020, many extremely emotional, dealing with everything from forgiveness, to social justice, to upward mobility. The safe spaces the BCA created saw many colleagues in tears over the state of our country and the treatment of Black citizens.

“

At this forum, it's up to us to use the strength of our voices to offer our experiences and give everyone a safe place to share, but also to create a platform for many of our ally colleagues to listen.

”

— **Marcus Johnson**
SVP, Technology & Innovation
and co-chair of the Black Colleague Alliance

The Black Colleague Alliance virtual series on civil rights examined topics from the day's headlines. The event topics included:

- A Virtual Conversation: Black Voices and Ally Perspectives.
- The Last Will & Testament of Lucy Sutton: An Antebellum Love Story – the fascinating story of the will that freed Lucy Sutton, a slave, and her eight children upon the death of slave master and father of her children, John Sutton, in the mid-1800s.
- Forgiveness: Civil Rights Implications – author Wendy Gladney discussed forgiveness as a tool for mental and psychological freedom from past trauma.
- The Quest for Social Justice – the ever-elusive concept of social justice was examined from a number of perspectives relating to diversity, equity and inclusion.
- Gender Equity: Academic Perspectives & Practical Applications – a rousing discussion of equity including what it is, what it is not and how we get there.

At City National, we recognize that racial injustice affects our nation as a whole, not just the Black community. We believe each American has an opportunity to play a meaningful role in creating an inclusive society and ending 400 years of injustice, brutality and marginalization of the Black community, and others who regularly suffer injustice as America turns a blind eye to what has always been in plain sight.

In this spirit, the bank was encouraged by the colleague response to the BCA virtual event series, which 570 colleagues attended. The conversations also led to a 35% increase in BCA CRG membership. Significantly, the growth in membership also reflected a growth in the racial diversity of members.

This momentum sparked the BCA leadership team to further amplify their colleagues' engagement by:

- Producing a monthly newsletter to share, educate and celebrate all things in the Black community.

Establishing a new conversation series called Kitchen Table Talk, a play on Jada Pinkett Smith's Red Table Talk, where colleagues can have open conversations on a specific topic that's "on the table."

“

We have to get to the place where we can talk about race comfortably. If we don't, we can never understand how racism works, and therefore, can never eradicate it.

— **Karen A. Clark**
SVP, Multicultural Strategies Manager

”

As a result of the BCA series, colleagues in attendance felt safe to express honest feedback, which included comments that the virtual conversations were powerful. Their comments also recognized that non-Black allies were now finally awakening to the gravity of the impacts of racism — at a time when it matters most.

RECORD PHILANTHROPY BY LATINO COMMUNITY NETWORK.



Latino Community Network (LCN) Colleague Resource Group (CRG) kicked its philanthropy and event efforts into high gear in 2020.

Seeing the needs of its community growing as the COVID-19 pandemic grew, the LCN provided aid to 15 organizations in the forms of donations, service and educational support specifically focused on reading and financial literacy.

Their efforts led to support for 2,300 students and resulted in \$16K of donations made in collaboration with other City National CRGs. These funds went to nonprofits including School on Wheels, Downtown Women's Center in Los Angeles, Heart of Los Angeles (HOLA), Jovenes, and the Boys & Girls Club of America.

LATINO COMMUNITY NETWORK CREATED SPACES FOR COLLEAGUES TO CELEBRATE HISPANIC HERITAGE MONTH

with a virtual event series that included:

FIESTA!

Cultural Celebration – a mix of dancing, networking and cooking demos.

HISPANIC HERITAGE ON THE LINE

A panel of colleagues discussed managing their careers and family, as well as the pandemic and its implications on the community.

1ST ANNUAL BUSINESS OF LATINO LEADERSHIP

Event – a fireside chat with Nely Galán, author, entrepreneur and former president of entertainment for Telemundo.

The 1st Annual Business of Latino Leadership event with Nely Galán particularly resonated with clients and colleagues in attendance. The *Self-Made* author spoke about the impacts of thinking like a CEO regardless of whether you are one. “There is no true empowerment until you have your own money,” Galán said. Attendees shared many thanks to the LCN for hosting Galán, with glowing comments that appreciated the inspiration, value and joy they gleaned from her frank discussion, especially for delivering her message of aspiration at this time, when it matters most to spread awareness about financial literacy and the path to financial independence.

ASIAN AMERICAN NETWORK CELEBRATES CULTURE AND DEMONSTRATES ALLYSHIP.



At the beginning of 2020, City National's Asian American Network (AAN) Colleague Resource Group (CRG) hosted its annual in-person Lunar New Year celebration.

As the COVID-19 pandemic grew and safety precautions became tighter, the AAN pivoted to virtual events. They created a fun, festive and educational Diwali Festival of Lights Celebration for colleagues. The virtual platform led to the Diwali celebration being attended by colleagues from all regions of the bank.

In addition to creating events celebrating Asian culture for City National colleagues, the AAN exemplified leadership and City National's P.R.I.D.E. principles by issuing an open statement expressing allyship with Black colleagues immediately following the killing of George Floyd.

The AAN issued this letter while at the same time grappling with the verbal and physical attacks Asian Americans were experiencing due to racist rhetoric associated with COVID-19. As such reprehensible attacks continue to occur, the importance of showing real allyship when it matters most grows as well.

MIDDLE EAST AND NORTH AFRICA ALLIANCE DISCUSSES WHAT MATTERS MOST.

City National's Middle East and North Africa Alliance

(MENA) Colleague Resource Group (CRG) encountered a major programming disappointment early in 2020 due to the COVID-19 pandemic, but it ultimately flipped the challenge into an opportunity, creating a powerful virtual event for its community and colleagues.

While MENA's first planned event for 2020, Nowruz — a celebration of the Iranian New Year, which begins on the spring equinox — had to be canceled after its in-person date landed just as quarantine and stay-at-home orders first rolled out, MENA aptly pivoted. Its next event was a virtual session designed to introduce MENA and its City National executive sponsor, Verna Grayce Chao, to bank colleagues at large.

That virtual event also benefited from serendipitous timing. MENA capitalized on the event date coinciding with Armenian Independence to celebrate and educate colleagues on the holiday, all while providing a platform to discuss the war in Armenia — a relevant subject that dominated that time period's headlines.

REAL LEADERSHIP GETS THE SPOTLIGHT FOR BLACK HISTORY MONTH.



In February 2020, City National colleagues celebrated Black History Month with events focused on leadership, programmed and hosted by the bank's Black Colleague Alliance (BCA) Colleague Resource Group (CRG).

The BCA's Black History Month events included the lecture "The Economics of Extraordinary Leadership," by Ramsey Jay, Jr., founding principal of Ramsey Jay, Jr. and Associates, a strategic consultancy specializing in institutional sales solutions, corporate communications, diversity and inclusion programming, enterprise leadership development, and executive talent management.

Ramsey opened the lecture by bringing attention to the fact that Martin Luther King Jr.'s historic speech, "I Have a Dream," was originally titled "Normalcy — Never Again." Ramsey used that fact to illustrate the long history of racial injustice in America, while recognizing the massive changes in the country and around the world that were happening in 2020, as more citizens awoke to the true scope of racial injustice.

In his lecture, Ramsey encouraged colleagues in attendance to be engaged and involved, and to not sit by and wait for things to happen. It was a call to leadership, and Ramsey detailed the impactful payoff of that type of leadership.

Ramsey’s motivational call for purpose-driven leadership stirred colleagues, who gave feedback highlighting how they went away inspired to regroup and refocus after feeling burnt out by the uphill battles of fighting injustice.

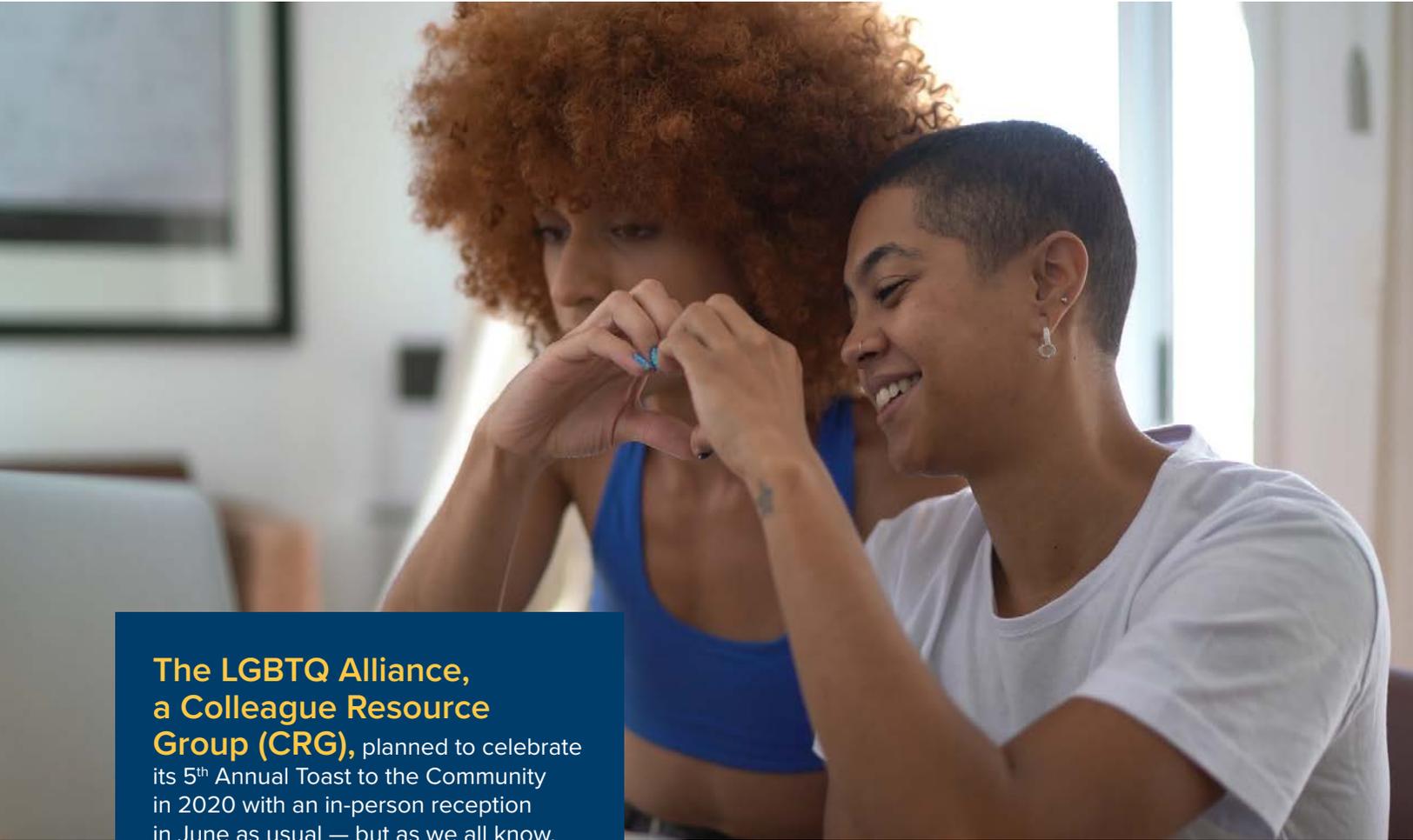
The BCA also celebrated Black culture throughout history during another Black History Month event. During the 4th annual “Business of Black Leadership”, the BCA focused on a case study about running a particular business: the American Black Film Festival, which for 23 years has showcased film works by Black members of the film industry. The BCA’s goal with this event was to highlight a Black business leader and their strategies in running their successful business while also giving back to and edifying the community. The event was important to BCA because studies of success stories, business mentorship and access to influencers can help other businesses grow and thrive.

The focus on the American Black Film Festival — which is held to recognize Black talent and showcase quality film and television content by and about people of African descent — also offered an opportunity to discuss the importance of telling Black history through the mediums of music and film. The discussion, moderated by the curator of the Rock & Roll Hall of Fame, created space for colleagues and clients in attendance to examine life as it intersects with art. Attendees commented on the inspiration and boost to their spirit they felt during the event, especially thanks to the focus on

Black business as it relates to music and film. With all that was transpiring in the world, these events gave us a chance to lift spirits when it matters most and keep hope alive that we will all continue to learn from one another — and stand up for each other.



LGBTQ ALLIANCE CELEBRATES #PRIDEINSIDE.



The LGBTQ Alliance, a Colleague Resource Group (CRG), planned to celebrate its 5th Annual Toast to the Community in 2020 with an in-person reception in June as usual — but as we all know, agendas did not go as planned in 2020.

Nonetheless, the active CRG got to work reimagining the festivities and transformed the annual in-person event into a virtual platform with a new theme, calling it **#PRIDEinside**.

The LGBTQ Alliance brought a touch of the celebration physically to clients who usually attend the annual toast by sending them City National branded rainbow socks, along with a warm message of hope.

Although the yearly mix and mingle went digital, the feeling of connection and community that the event fosters with clients annually went unchanged. That sentiment was reflected in the growing number of attendees at **#PRIDEinside**, which doubled previous years' numbers. It demonstrated that when it matters most, nothing can stop us from working together for a common goal.

THE WORKFORCE THAT DIVERSIFIES, THRIVES.



City National is committed to diversity in our workforce — we know it's right, and it makes our teams and services better, too. We actively search for colleagues from all cultural and experiential backgrounds and believe in sharing our company demographics transparently to foster the inclusive environment we continually seek.

Creating an environment of inclusion and deep relationships is a hallmark for City National Bank — it's what we stand for. We work hard to find prospective colleagues who can bring their individual talents, skills and perspectives to the bank so we can ensure our culture grows and thrives in diversity, equity and inclusion.

CITY NATIONAL 2020 COLLEAGUE DEMOGRAPHICS, INCLUDING GENDER AND ETHNICITY:

5,058

Total City National colleagues.

49%

Women colleagues.

3%

Colleagues with disabilities.

57%

Non-Caucasian colleagues.

2%

Self-identified military veteran colleagues.

34%

Women colleagues in middle management roles or above.

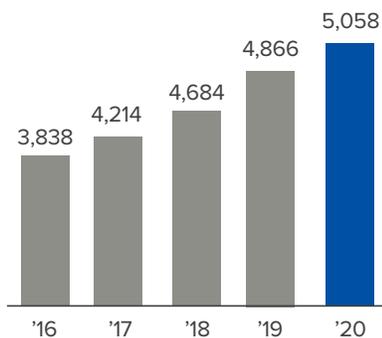
13%

Minority City National executives.

33%

Women City National executives.

Number of Colleagues



	2020	2019	2018	2017
Asian	23%	22%	22%	21%
Black or African American	9%	9%	9%	9%
Hispanic or Latino	22%	22%	22%	22%
Native Hawaiian or other Pacific Islander	.6%	.7%	1%	1%
Two or more races	2%	2%	2%	2%
White	43%	43%	43%	44%
American Indian/Alaskan Native	.2%	.18%	N/A	N/A

CITY NATIONAL WINS TWO FORBES BEST EMPLOYER AWARDS IN 2020.



City National was honored to be recognized in 2020 with two awards distinguishing the bank as one of the best places to work for women and for diversity. Specifically, the Forbes awards included:

FORBES BEST EMPLOYERS FOR WOMEN 2020

In its third year of ranking, Forbes recognized City National for the first time in this category in 2020. Among banking and financial services companies, City National ranked at No. 17.

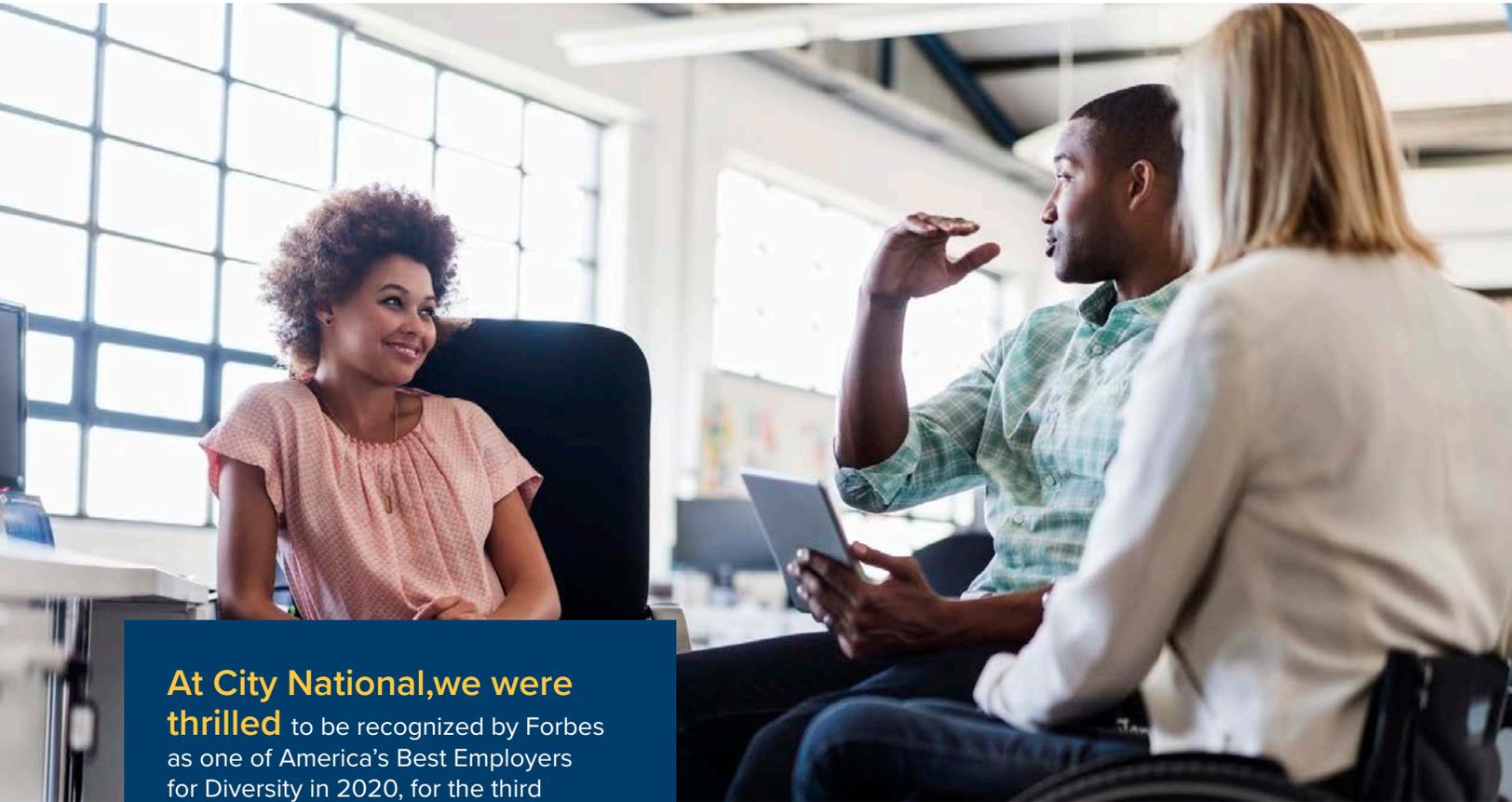
FORBES BEST EMPLOYERS FOR DIVERSITY 2020

Forbes recognized City National for the third consecutive year since it first launched the ranking. The 2020 award saw City National jump to the 43rd best employer for diversity of all employers in the country, a significant jump from the bank's 2019 ranking of 111th. In California specifically, City National ranked No. 12 in this category, and in the banking and financial services category nationwide, City National ranked No. 4.

The distinction is based on interviews with people working in each company, and it is awarded to employers that not only receive the most recommendations, but also that have the most diverse boards and executive ranks, and the most proactive diversity and inclusion initiatives.

Receiving this recognition in prior years made us all proud of the progress City National has made. But to gain further stature in a year like 2020 is truly special. It gives us full confidence that we will continue to show up for our colleagues when it matters most to make working at City National a positive, rewarding experience for all.

CITY NATIONAL MAKES FORBES LIST OF BEST EMPLOYERS FOR DIVERSITY.



At City National, we were thrilled to be recognized by Forbes as one of America's Best Employers for Diversity in 2020, for the third consecutive year.

In 2020, we ranked as the 43rd best employer for diversity in the country. That is an impressive designation, and it's a significant jump from our 2019 ranking of 111th.

City National also claimed the No. 12 ranking in California and reached No. 4 in the banking and financial services category nationwide. The recognition by Forbes highlights City National's commitment to diversity and inclusion, and moving up 68 places in only one year speaks to our company's purpose and dedication to living up to our P.R.I.D.E values when it matters most.

Our colleagues together reflect the diversity of the clients and communities we serve. They bring insight, local knowledge and cultural sensitivity to our products, services and marketing. Ultimately, we truly believe that recruiting and retaining people with a variety of backgrounds and perspectives helps to ensure City National's growth and success.

Together with the entire extended City National community, we celebrate this fabulous Forbes recognition and dedicate ourselves to achieving even greater equity and inclusion in the years ahead.

CITY NATIONAL MAKES FORBES BEST EMPLOYER FOR WOMEN LIST.



For the first time since the ranking began in 2018, Forbes honored City National Bank for being one of America's Best Employers for Women in 2020 — an exciting and proud moment, and a shared achievement for all of us at the bank. We claimed No. 17 in the ranking of banking and financial services institutions nationwide.

This recognition signifies City National's commitment to closing the gender pay gap, increasing the number of women executives, and to providing new opportunities for women by hiring, supporting and celebrating women in our workplace and throughout our communities.

Our mission of contributing to achieving gender equity on a societal scale begins every day with our commitment to inclusion and equity among our colleagues, the strength of our leadership team, and our Women's Network Colleague Resource Group (CRG). It expands with our involvement in organizations and initiatives furthering greater gender equity goals across the nation, including Girls Inc., the United Way, the Los Angeles Downtown Women's Center, and the Center for the Advancement of Women at Mount Saint Mary's University.

Another big part of our commitment to engage, empower and enable the success of women — and all of our colleagues — is recognizing and making changes to help address the challenges our colleagues can face while juggling their careers and personal lives. To this end, in 2020 we doubled colleagues' maximum paid benefits for maternity and paternity leaves.

Not only is our CEO one of the most prominent and trailblazing women in our industry, we're proud to be recognized as an organization that lives up to our mission to help all women when it matters most.

OUR COMMITMENT TO CONTRACTING WITH DIVERSE SUPPLIERS.

A photograph of an older man with glasses, wearing a white dress shirt and a blue apron, looking down at a smartphone he is holding in his hands. He is standing in what appears to be a kitchen or a service area, with a window in the background showing a cityscape. The lighting is bright and natural.

At City National, we work hard to prove our commitment to uplifting diverse businesses in our communities through our actions, not just our words.

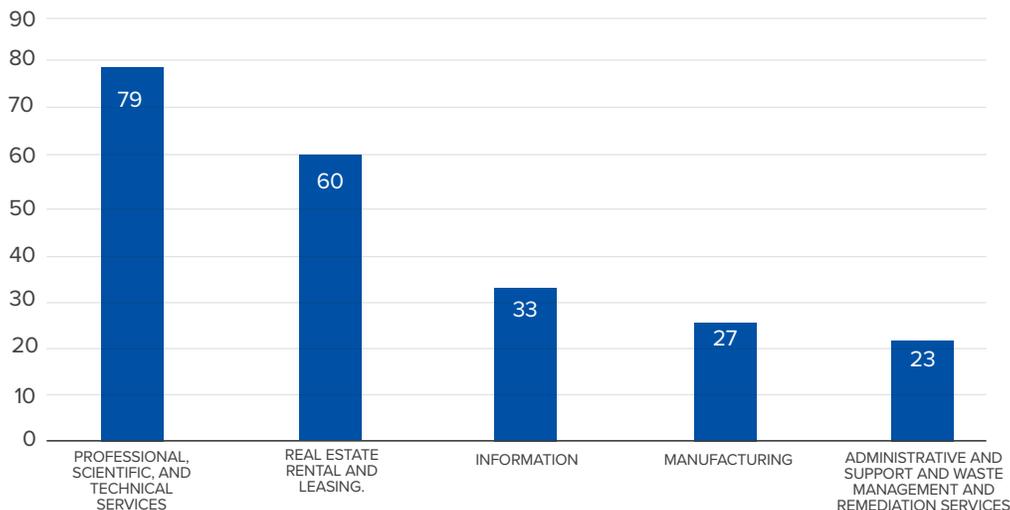
One way we contribute is by helping the people who live and work in the communities we serve access the resources they need to live their fullest lives. We make an effort to support local businesses through our financial services as well as our loan programs — because when businesses thrive, the community thrives.

We're also proud of our intentional business decisions to contract with diverse suppliers. In 2020, we increased our investment in goods and services purchased from certified minority-owned, women-owned, LGBT-owned, veteran-owned and disabled veteran-owned businesses, across the board.

We believe the numbers speak for themselves and we look forward to increasing them further in the years to come. We are proud to support diverse businesses in our communities when it matters most.

	SUPPLIERS	SPEND	% OF TOTAL SPEND
Minority Owned Business (MBE)	43	\$6,906,123	0.94%
Hispanic	10	\$411,089	0.06%
Male	7	\$377,890	0.05%
Female	3	\$33,199	0.00%
African American	7	\$757,776	0.10%
Male	1	\$15,000	0.00%
Female	6	\$742,776	0.10%
Asian	3	\$1,853,687	0.25%
Male	2	\$30,159	0.00%
Female	1	\$1,823,529	0.25%
Others	23	\$3,883,571	0.53%
Male	17	\$2,822,763	0.39%
Female	6	\$1,060,808	0.14%
Women-Owned Businesses	57	\$6,573,126	0.90%
Small Business	240	\$20,662,634	2.82%
Veteran-Owned Businesses (VET)	10	\$216,645	0.03%
Women-Owned Small Businesses (WOSB)	23	\$1,803,817	0.25%
Economically Disadvantaged Women-Owned Small Businesses	4	\$155,270	0.02%
Disadvantaged Businesses (DBE)	7	\$251,047	0.03%
Small Disadvantaged Business (SDB)	68	\$7,998,215	1.09%
8(A) Small Businesses (8A)	1	\$145,888	0.02%
HUBZone Businesses (HUB)	0	-	0.00%
Service-Disabled Veteran-Owned Businesses (SDVET)	2	\$85,900	0.01%
Disabled Owned Businesses (DISABLED)	2	\$85,900	0.01%
Lesbian, Gay, Bisexual, Transgender-Owned Businesses	0	-	0.00%
SMALL AND DIVERSE	287	\$28,741,124	3.92%
Total Spend		\$732,763,506	

TOP DIVERSITY SOURCING CATEGORIES



REAL DEI STARTS WITH HIRING.



At City National, our commitment to diversity, equity and inclusion begins with the hiring process. We are continuously examining and refining our hiring practices to ensure we recruit and retain a diverse population of talent at the bank.

From the job posting, to the interview process, to training our recruiters, here are some of the important ways we demonstrated our DEI commitment in 2020 as we attracted and met with future colleagues:

- **Job Postings:** We redesigned our careers website and job postings to reflect our commitment to diversity, equity, multiculturalism and inclusion.
- **Colleague Resource Groups (CRGs):** To emphasize the bank's CRGs to prospective colleagues and showcase our commitment to fostering belonging and inclusion at the bank, we curate current CRG event content on our website and recruiting materials.

- **Commitment to Diversity:** We transparently and proudly state City National’s position on diversity in our colleague handbook and on our company careers webpage to demonstrate the importance of cultivating a culture of diversity, equity and inclusion for new colleagues.
- **Affirmative Action Planning:** We participate in annual Affirmative Action Planning and discuss the results with the division leaders in the bank. We also publish monthly data surrounding hiring activity as part of our Affirmative Action Plan — a report we create with Affirmity, an organization that helps optimize affirmative action programs.
- **Military and Veteran Talent:** We work with Hirepurpose and Military.com to publicize and promote City National career opportunities with people actively serving in the military as well as with military veterans.
- **Establishing Diverse Talent Pipelines:** We work with DirectEmployers Association, an organization that has exclusive alliances with national, state and community-based organizations and that can market open roles effectively to those groups. With this highly targeted reach, we build stronger talent pipelines that nurture a workforce rich in diversity.
- **Internship Talent:** Our recruiting practices for City National’s summer internship program include marketing the internships within organizations with diverse talent pools, such as INROADS, the Posse Foundation, SEO USA (Seizing Every Opportunity) and universities across the nation.
- **Training for Recruiters:** At City National, our talent acquisition consultants receive unconscious-bias training. The talent acquisition team teaches interviewing skills training classes, where we address unconscious bias as well as the importance of diversity among candidates for a given role.
- **Diversity-Minded Strategy:** Our talent acquisition consultants conduct kick-off meetings with City National hiring managers prior to recruiting in order to discuss hiring strategies and ensure that we continue to attract a diverse pool of candidates.
- **Expanding the Talent Pool:** We utilize third-party suppliers for additional candidate pools and clearly articulate an expectation for a diverse slate of candidates. When we work with third-party suppliers, we strive to work with diverse, minority-owned or female-owned businesses.

LAUNCHING A VETERANS COLLEAGUE RESOURCE GROUP.



In 2020, colleagues at City National saw an opportunity to bring the bank's military veteran community together by forming a Colleague Resource Group (CRG) dedicated to veterans of the U.S. Armed Forces.

The Veterans & Military Network CRG focused initially on recruitment and outreach efforts in the veteran community at large.

It organically evolved into a robust group at the bank for veterans, who now had a platform for their voices and perspectives, as well as opportunities to get involved in panel discussions and other events, both at City National and beyond.

To that end, the CRG launched two significant campaigns in 2020. They partnered with Operation Gratitude to mobilize colleagues to write letters to first responders.

“

Our troops and first responders give so much to our country.

They are on the front lines every day, and now there are many who are unable to be with their families and loved ones because of the pandemic. These letters require a small effort on our part, but they will mean a lot to the recipients this year so I encourage everyone to pick up a pen.

”

— **Kelly Coffey**

CEO of City National and member of U.S.VETS Veterans Fund Leadership Council

Every Operation Gratitude care package included a bundle of letters from the American people, thanking deployed troops and first responders on the frontlines for their service to our country.

The Network also created a monthly fireside chat series, *For Country, For Community*, which featured a colleague discussing their military experience, challenges overcome, lessons learned, applicability to their current job, and their community service.





FIGHTING UNCONSCIOUS BIAS IN HIRING PRACTICES.

At City National, we're carefully reexamining every touchpoint we have with prospective and existing colleagues, with an eye toward being more empathetic with one another individually while cultivating an even stronger overall culture of diversity, equity and inclusion. As a result of this overarching effort, taking a hard look at unconscious bias became an important goal for our Talent Acquisition team.

To this end, our talent acquisition consultants began to receive unconscious bias training in 2020. They also began teaching an interviewing skills training class in 2017 to address unconscious bias and the importance of diversity among candidates for a given role.

The culture of City National is, in part, a reflection of our colleagues. That means that our hiring process is absolutely critical for creating a place that is diverse, equitable and inclusive. These efforts by our colleagues show that is not just talk. To continue to grow, we must continue to act as allies when it matters most.

EXPANDING RECRUITMENT TO REACH DIVERSE CANDIDATES.

There is no better way to engage with communities across the country than active participation with them directly. That's why each and every year, a critical part of City National's efforts to ensure the broadest outreach to diverse talent pools depends on our participation in career fairs, college and university campus events, and recruiting events we ourselves host.

Although these events took a different form as the COVID-19 pandemic shifted gatherings to virtual settings in 2020, in spirit this year was the same. We were proud to stay true to our core value of representing and mirroring the communities we serve.

We experienced tremendous value through participation in these events, including UCI Finance Club and Inroads events, Neighborhood Academic Initiative virtual LinkedIn presentation, Indeed Virtual Job Fair, LA NHRA's Diversity, Equity and Inclusion launch session, and BankWork\$.

For the underrepresented people who attend these events looking for a ray of hope and a fair chance to begin the careers of their dreams, our attendance shows that City National is ready to find them and stand up for them when it matters most.

A ONE-OF-A-KIND WORK-STUDY PROGRAM FOR HIGH SCHOOLERS.



In 2020, for the fifth consecutive year, City National proudly sponsored the innovative and award-winning Corporate Work Study Program at Verbum Dei High School in South Central Los Angeles.

This blending of the business world with education creates invaluable opportunities for the young men of the private Catholic school to experience what working in a corporate setting is really like, while they earn tuition credits.

Founded in 2002 at Verbum Dei, the program enables corporate sponsors like City National to make a very direct and tangible difference in the lives of students by providing a full-time equivalent student internship.

Sponsors like City National pay \$30,000 for each four-member student internship team, which earns each student a credit toward the cost of their yearly education at Verbum Dei.

The program is immensely popular for its ability to provide unmatched visibility into a corporate environment for Verbum Dei attendees, many of whom are Black and Latino, and many of whom come from academically and economically underserved communities. Their internships at companies like City National create hands-on training to give them a head start in their careers.

In a testament to the success of the program, 97% of Verbum Dei student interns in the Corporate Work Study Program receive a performance evaluation of good or excellent in the workplace. In another substantial indicator of success, 37% of Verbum Dei students intern at the same company during all four years of high school.

City National recognizes the power and the importance of education, which is why it is such an honor to participate in a program that bridges the gap between academic success and attaining real-world business acumen. It is never too late to receive a helping hand in these matters, but being there for young students shows that we intend to always be there for them when it matters most.

Verbum Dei High School Quick Facts:

- Verbum Dei provides a college and career preparatory education in a safe, supportive environment, including college guidance counseling, mandatory tutoring and mentoring, as well as personal counseling.
- Every incoming student — entering freshmen or transfers — attends the Summer Opportunity for Academic and Employment Readiness (SOAR) program. The SOAR curriculum includes reading, study skills, physical education, computer skills and Corporate Work Study Program training.
- An extended class-scheduling format enables Verbum Dei students to participate in the Corporate Work Study Program while meeting all academic curriculum requirements for the University of California.
- 100% of Verbum Dei graduates gain college acceptance; 80% enroll in four-year colleges and universities; 20% enroll in two-year colleges.



CREATING LEADERS THROUGH MENTORSHIP.



In 2020, City National's successful colleague mentorship program marked its ninth anniversary. What started in 2011 with 17 mentor/protégé pairs in a pilot program for women and minorities to help bridge gaps for those seeking upward mobility has grown to more than 80 pairs.

The program grew to an average of 65 new protégés annually, including colleagues from all cultures and ethnicities across the bank.

These mentor-protégé relationships help boost skills, develop leadership abilities, increase professional connections and expand opportunities. Protégés report receiving more career opportunities, as well as more enjoyment and satisfaction in their careers. Mentors also report increased work-related fulfillment and have greater career success overall.

The bank is continuing the momentum created by the almost 700 graduates by developing and implementing new programs that will increase the capacity of the program.

Taking the time and effort to mentor someone on a one-to-one basis can have a tremendous impact on an individual's future. City National is expanding the opportunity for mentorship by creating new programs to increase the number of colleagues that can be served.

700

Number of colleague protégés who graduated from the mentor program to date.

81

Number of new colleague protégés in the 2020 program.

EXECUTIVE MENTORSHIP PROGRAM LAUNCHES WITH FOCUS ON CULTIVATING BLACK LEADERSHIP.



2020 was a year when barriers to diversity, equity and inclusion came into painfully sharp focus. At City National, it was important to us to break down those barriers with action.

We took measures to ensure that the bank's equity and inclusion work remained a movement, and not just a moment, by creating an ongoing platform for skip-level relationships between City National's top-level executives and the bank's vice president (VP) and assistant vice president (AVP) colleagues.

“

The executive mentorship program is new, and grew from our deepened focus and efforts on equity. I'm really excited about it, not only because it's a great idea, but also because it's a suggestion that came from one of our colleagues.

”

— **Kelly Coffey**
City National CEO



Launched in 2020, this new executive mentorship program focused specifically on pairing Black VPs and AVPs at the bank with executives, for a yearlong one-to-one relationship. The program will expand to include other ethnic and minority groups in the future.

“

Today, it focuses on our Black colleagues because we recognize that we want to improve our representation of Black colleagues at more senior levels within the bank.

— **Kelly Coffey**
City National CEO

”

Providing skip-level access to executives is impactful for colleague career growth and gives both the executives and the VPs and AVPs the opportunity to step outside of their everyday jobs and learn from one another.

The experience of our colleagues who have achieved such great success to become leaders at City National is priceless for leading the way for others. The impressive involvement of our senior leadership shows that even as they have risen in the ranks, they continue to show that extending a hand to colleagues when it matters most is embedded in our culture, starting at the very top.

FOR OUR COLLEAGUES.



In this section, we take a look back to see some of the measures we took to show our extended City National community that we're here for them when it matters most.

When the pandemic struck and the countrywide lockdown went into effect, our first priority was doing all that we could to help and protect our City National colleagues.

BEYOND SICK LEAVE.

As the severity of the COVID-19 pandemic

became evident, we faced the same decisions and uncertainty as everyone else. It was important to act quickly and decisively for the safety of our colleagues and their families. We all recognized quite early on that this was not a traditional “sick leave” scenario. This required something more.

In March 2020, apart from our many essential workers, City National asked all colleagues who were able to perform their duties from home to do so and do their best to self-isolate to stop the spread. This required considerable innovation and some new ways of working, as well as certain sacrifices. But we're proud that City National was able to continue operating in stride while adapting to the new reality.

Before states and local authorities issued provisions to help with time off due to the pandemic, City National stepped up for our colleagues.

We augmented our existing sick pay policy with up to two weeks of Supplemental Sick Pay benefits to cover certain extenuating circumstances related to COVID-19. These reasons included the colleague being ill due to COVID-19, having an increased health risk or being advised to quarantine — and for the colleague to care for family members affected by COVID-19, such as managing unique home situations created by the shuttering of child care schools, and elder care services and facilities.

Providing flexibility and time off when needed was the right thing to do — to help colleagues find their footing, create new routines, and care for themselves and their families.

MAKING WORKING FROM HOME AND WORKING ON-SITE WORK.



Literally overnight, the way we worked needed to change. On top of worries over the escalating health crisis and all of its ripple effects, making the decision to move the majority of our workforce to work from home and equipping our branches and offices with health and safety protocols presented considerable challenges.

City National moved quickly — assembling an internal, cross-functional team with expertise in Business Continuity, Corporate Real Estate, Corporate Security, Human Resources, Communications, Technology and Legal. This team operated as a unit to stay on top of the COVID-19 situation, coordinate with senior leaders and business unit leads, align with government, health and regulatory bodies, communicate with colleagues and take action.

“

Keeping our colleagues and our workplaces safe has been the number one priority from the start of the pandemic. It has been an unbelievable team effort to navigate this evolving crisis — but we’ve held steady in taking a cautious and measured approach, making sure our colleagues were informed and treating each person as an individual with a unique set of circumstances and concerns.

”

— **Martha Tuma**
Executive Vice President
Chief Colleague Officer

The first hurdle to overcome was making sure that our premises were safe for colleagues and clients. The team met daily at the beginning of the pandemic to prepare worksite safety plans for every location. The plans included safety protocols and procedures for our essential workers needing to be on-site and for our future return to office. The team prepared and implemented a COVID-19 response plan for positive on-site case notifications.

The team also focused on colleagues who were asked to work from home — many of whom had never done so before. For these colleagues, the team made sure everyone was set up properly to effectively work from home, with the technology required to do their jobs securely.

A critical step was ensuring that our colleagues had remote access to our secure systems, and that their corporate laptops were set up correctly. The bank accelerated the expansion of our network bandwidth and rollout of Microsoft Teams, a technology that enabled a more seamless audio/video conferencing experience for colleagues.

Beyond facilitating technology needs, we also worked with individuals to help set up personal working environments to accommodate special requirements. A budget and process for requesting monitors and peripherals was also established.

As we all began to adapt on the fly, we came together to create other ways to support City National colleagues. We launched a dedicated microsite that served as a repository for resources and information. The site was a hub for latest updates, health and safety protocols, colleague well-being resources, working from home tips, technology resources and quick access to people who could help — such as the City National HR Helpline and our Employee Assistance Program (EAP).



LAUNCHING THE COLLEAGUE RELIEF FUND.



When most of us began working from home, it became more difficult to stay as connected to one another as before, and to be sure individuals had the support they needed to help them through the crisis. It was important to remember that while we were all going through the same pandemic and societal shutdown, personal situations could be starkly different from one colleague to the next.

Our CEO, Kelly Coffey, started a weekly internal podcast that became a vital way to keep all of our colleagues connected. Her message, week after week, was one of hope, care and concern, as she returned time and again to the importance of taking care of each other.

A huge step for City National was the creation of our dedicated Colleague Relief Fund, which provided financial assistance to colleagues and their families directly impacted by COVID-19. This help was greatly needed for any number of personal reasons, from a family member suddenly being out of work, to a loved one contracting COVID-19. The funds could be used for day-to-day costs, funeral expenses, health and wellness support or whatever else might help a person through their situation.

When the Colleague Relief Fund was first considered, it was our hope that it could make a real difference in the lives of our colleagues, and show them again that despite these hard times, we'll always stand by them when it matters most. We were touched by the heartfelt and poignant responses we received from individuals who were helped through this fund and inspired by the colleagues who ensured it would come to pass.

Heartfelt gratitude from Colleague Relief Fund recipients:

“

My husband lost his medical equipment sales job in March. Since he exclusively travels in order to work large conferences, his industry was one of the first to shut down and will be one of the last to come back. We were very grateful to receive the assistance from City National Bank. After waiting months for unemployment, he is now receiving checks regularly, but early on, when things were quite uncertain and stressful, and the waiting seemed to go on forever, it was very thoughtful for City National to offer the assistance.

— City National Colleague

”

“

On Jan. 30, 2020, my husband suffered a stroke while on the job, and in an instant our lives were forever changed. In the beginning I was simply terrified and totally out of sorts. I didn't know what to do or which way to turn. There were so many things that had to be done and lots of decisions to be made, but in the end all I could do was thank God for blessing my husband to survive having a stroke.

I was blessed with a strong, faithful family who were there to support us every step of the way, which made this journey a lot more bearable. Thinking back now, I realize that my situation could have been a lot worse than it was.

I was told about the City National Colleague Fund for those who were facing financial hardship. A colleague told me to apply for this grant, because she felt that I would be a great candidate for it. I am truly grateful that I did apply for this grant. It helped me out in more ways than I can explain, and it helped take away a lot of the stress that I was feeling. To have such a rough start, I am truly blessed to be a recipient of this grant. Thank you.

— City National Colleague

”

BANDING TOGETHER WHEN WE'RE APART.

“

The Colleague Resource Groups gained a lot during this pandemic. Having a virtual platform in place allowed all of the groups to connect with far more colleagues than ever before. The programs they executed made the work from home order more bearable. It gave colleagues a chance to meet each other virtually, have enlightening conversations, learn about various areas of the bank and hear from some outstanding external speakers.

”

– **Karen A. Clark**
SVP, Multicultural Strategies Manager

As so many City National colleagues transitioned to working from home full time, one of the more difficult aspects was the lack of real face-to-face time we could have with each other. But missing that in-person connection led more and more people to reconnect through our Colleague Resource Groups, which grew in participation during 2020.

The purpose of our CRGs is straightforward. City National is committed to increasing opportunities for growth and success for our colleagues by helping people deepen their relationships and knowledge at work, encouraging more people to connect with each other, learn from each other and celebrate each other. And our CRGs have proven to be an outstanding way to accomplish those goals.

We now have a network of 11 active Colleague Resource Groups.

1. Asian American Network
2. Black Colleague Alliance
3. Business Development Network
4. Colleague Development Network
5. Latino Community Network
6. LGBTQ Alliance
7. Middle East & North Africa Alliance
8. Veterans and Military Network
9. Women's Network
10. Women in Technology
11. Young Professionals Alliance

The groups were remarkably active throughout 2020. One-quarter of City National's colleagues are now members of at least one CRG, and their efforts are helping the company become more diverse and inclusive.

2020 COLLEAGUE RESOURCE GROUP DATA

15%

Membership increase from 2019.

150%

Event attendance increase from 2019.

148

CRG Committee/Cabinet Members.

**46* (JANUARY THROUGH
OCTOBER 2020)**

CRG Events.

(*Only 7 fewer than 2019,
despite going all-virtual)

The Black Colleague Alliance had a 35% increase in membership this year.

The Women's Network has seen some of the most engagement, with 29 events in eight months.

The LGBTQ Alliance hosted its fourth annual Client Pride Month event called A Toast to the Community, which celebrated colleagues, clients, prospects and centers of influence in the LGBTQ community.

And the Veterans and Military Network launched a new series called "For Country, For Community: A Veteran's Story" as a way for colleagues who served in the military to share their experiences and their paths into civilian life.

The accomplishments of our CRGs this past year were truly remarkable, so much so that collectively, City National's Community Resource Groups were honored by CEO Kelly Coffey with a Team City National Award, which recognizes those who embody the bank's values and its commitment to diversity and inclusion.

Karen A. Clark, SVP, multicultural strategies manager, and Aretha Augustine, VP and employee resource program manager, lead the CRGs and the bank's multicultural activities. The two of them received the award from Coffey.

“

Karen's leadership has helped us identify and move forward with important programs and community initiatives.

And Aretha has taken on such a great leadership role with all of our CRGs.

”

— **Kelly Coffey**
City National CEO

With more and more of our colleagues joining CRGs and contributing to our strong company culture that champions diversity and inclusion, the lasting impact they have will only continue to grow. We're thrilled that in a year when participation could easily have declined, so many of our City National colleagues decided to step up and get involved, showing how we come through when it matters most.

WOMEN IN CHARGE, TAKING CHARGE.

The Women's Network — one of City National's

11 Colleague Resource Groups — wanted to change common misperceptions about women leaders, including the pernicious myth that women in higher positions are “unapproachable.” City National's women executives unanimously supported the idea, and the Women In Charge event series was launched.



Women In Charge was a series of fireside chats featuring all five of City National's women executive vice presidents as well as our CEO, Kelly Coffey. The series gave our colleagues a chance to ask women leaders how they managed their careers, their families and their commitment to their communities during the COVID-19 pandemic.

With so many of our colleagues working remotely and struggling to handle myriad work and family challenges, it was helpful to hear how women in leadership roles were coping. This was especially true considering research showing that women were more severely impacted by the pandemic and were more likely to drop out of the workforce because the stress of balancing their career and family responsibilities was too great.

Across these fireside chats, all issues were on the table, including health worries, family concerns, financial stresses, child care, senior care and balancing their relationships with their spouses.

Many women participated in the events, wanting to learn more about how our executives were choosing to lead when it matters most, how the crisis was impacting them and how they were coping, including sharing helpful resources.

We hope this series of fireside chats was the first of many to come.

WOMEN IN CHARGE — EXECUTIVE WOMEN SPEAKER SERIES

Gwen Miller — Taking Risks

Martha Tuma — Being Bold

Verna Grayce Chao — Embracing Innovation

Linda Duncombe — Understanding and
Owning Your Brand

Martha Henderson — Leading With People

SCHEDULING PROFESSIONAL DEVELOPMENT OVER LUNCH.

LUNCH & LEARN WORKSHOPS IN 2020

8

Leadership workshops hosted.

744

Total workshop attendance to date.

A major thread running through the culture at City National at all levels is our commitment to always learn and grow, as colleagues and as people. That's why it's no surprise that when new opportunities to gain professional development over afternoon lunch breaks came about, hundreds of our colleagues jumped at the chance.

Facilitated by the Learning & Development team, these virtual City National Lunch & Learns were open to any and all colleagues, with themes focused specifically on professional development. The sessions were free to attend. Colleague Resource Groups also hosted a Lunch & Learn series focused on topics related to diversity, equity and inclusion in the workplace and beyond.

This year, we stood together and proved that City National colleagues are there for each other when it matters most. And the popularity of our Lunch & Learn series shows that, to City National colleagues, learning and pursuing personal growth matters always.

This chart shows the 2020 bankwide Lunch & Learns facilitated by the City National Learning & Development Team:

Lunch & Learn Topics

Goal Setting for Success in the New Year

Brand Called You

Maximize Your Network

Preventing Workplace Burnout

Your Career Roadmap and Career Conversations

Building Resilience

Radical Candor

Accelerating Professional Development in a Remote Environment

REDUCING OUR ENVIRONMENTAL FOOTPRINT.

City National has made great strides in decreasing our environmental impact while increasing sustainability. Our goal now is to continue to reduce our greenhouse gas emissions over the next three years.

Judging by the effectiveness of our environmental efforts so far, we're confident we can reach this goal.

51%

Drop in water usage since 2019.

	2020	2019	2018	2017
Gallons of water usage	7.5M	15.3M	38.6M	37.9M

6.5M kwh

Total energy usage.

1.617 kwh

Energy use per square foot.

1.7%

Drop in energy per square foot year over year.

105 tons

Decrease in CO² emissions through solar projects.

100%

In renewable energy at our Nevada Data Center.

97,229 lbs.

Of electronic equipment recycled or donated to nonprofits.

2 Gigawatts

Of renewable power financed with City National's help.

23

Solar energy projects.

1

Wind energy project.

92,667 kwh

Saved annually at City National's Riverside location due to solar.

42,075 kwh

Saved annually at City National's Long Beach Marina location due to solar.

WE'RE ALREADY IN THE SUSTAINABLE FUTURE.



City National has already begun enacting energy-reduction initiatives to help achieve our goal of reducing our greenhouse gas emissions.

We've had tremendous success since 2016 in reducing our total energy use, decreasing our energy use per square foot, increasing public transportation subsidies for colleagues to over \$260K and lowering our CO² emissions by adopting solar power.

City National is also proud to report that the bank used 100% renewable energy within our Switch data center ecosystem in 2020, repeating our success from 2019.

THIS CERTIFICATE IS PRESENTED TO



Switch Sustainability Certificate

City National Bank is awarded this Sustainability Certificate for using 100% Renewable Energy within the Switch ecosystem. This certificate demonstrates that Switch retired 1,422 Solar and Hydroelectric Renewable Energy Credits in 2020 on behalf of City National Bank, making their energy consumption 100% Green at Switch's data center facilities.

These Renewable Energy Credits comply with Greenpeace's principles of locality, additionality, and sustainability, and were generated by Nevada solar farms and WECC hydroelectric plants.

Together, we can ensure that the data running our planet doesn't ruin the planet.



RECYCLING ELECTRONICS AND HELPING NONPROFITS.

One of the more overlooked causes of environmental harm is the cavalier disposal of electronic equipment. City National is committed to finding ways to get maximum use out of all our resources. This is particularly true with electronic equipment, which creates oversized environmental impacts with its manufacturing process.

In 2020, City National addressed this problem head-on — while also finding a way to help several nonprofits — by recycling 97,229 lbs. of e-waste (electronic waste).

E-waste recycling allows for the recovery of various valuable metals and other materials from electronics, saving natural resources, reducing pollution, conserving landfill space, creating jobs and reducing waste in general.

While City National recycled the e-waste, electronic equipment found to be in good working condition was donated to seven nonprofit organizations, law enforcement organizations, and churches and religious institutions across the United States.

Donations included desktop computers, monitors, laptops, tablets, printers, charging docks, power adapters — all the basic office equipment that is needed to work effectively today but that can oftentimes be beyond the budgets for nonprofits and other organizations.

“

It's so heartwarming to see the equipment get into the hands of people who need it and can put it to great use.

Even during the pandemic, we were able to continue to donate laptops and electronics to several nonprofits to help support the communities they serve.

”

— **Sue Guzzetta**
Vice President,
Business and Technology Services

The electronics donations are a no-brainer for City National. The program allows us to reduce our own footprint while increasing the ability of worthwhile causes to accomplish their missions effectively. We all must do our part to help avert irreversible environmental damage and bridge the digital divide, and right now is when it matters most.

ELIMINATING PAPER WASTE, ONE SHARED AT A TIME.

How often do you look at your wastebasket and wonder whether you're causing too much paper waste? The numbers are quite staggering when looked at across an entire corporation, which is why City National has taken great strides to minimize paper waste everywhere we work.

In 2020, City National worked with Iron Mountain and The Shredders to securely shred and recycle 1.3 million lbs. of paper.

This incredible amount of recycled paper resulted in the following statistics between November 2019 and October 2020:

Recycling

620,000 lbs.

Of CO² emissions avoided — the equivalent of 60,047 cars taken off the road per year.

Landfill Space

2,090

Cubic yards of landfill space conserved.

Woodland Preservation

7,200

Trees preserved.

Water Conservation

More than

12.5M

Of CO₂ emissions avoided — the equivalent of 62,022 cars taken off the road per year.

Energy

975,000 kwh

Of electricity saved — the equivalent of 2,700 years of energy demand for a laptop.

LEADING THE WAY WITH LEED CERTIFICATIONS.



One way we can reduce our overall footprint is to make our space as sustainable as possible. This is no small feat when you have approximately 1.8 million square feet of commercial space in 122 locations spanning cities across the country.

That's why to help ensure that our actions have minimal impact on the environment, through reduced energy usage and other measures, all new projects at City National are designed to attain specifications under the LEED system.

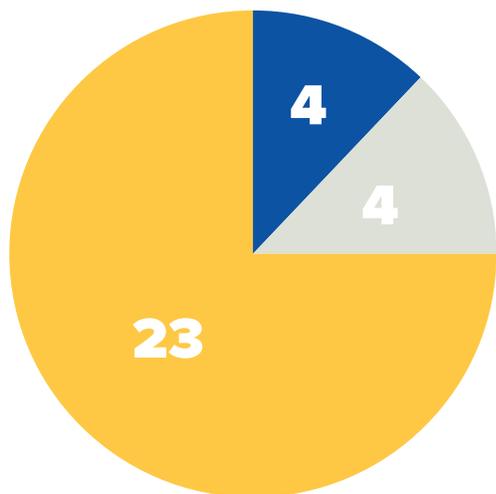
LEED (Leadership in Energy and Environmental Design) is the world's most widely adopted green building rating system. LEED provides guidelines for healthy, highly efficient and cost-saving green buildings, interiors and works for virtually any building type.

LEED requirements cover a wide range of qualities relevant to sustainability, including site suitability, energy and water efficiency, materials and resources used, as well as design features. LEED's rating system continually grades the environmental performance of buildings and encourages sustainable operating practices on an ongoing basis.

Our most recent buildouts include remodeling projects affecting our 302,000 square foot headquarters at 555 S. Flower Street, as well as our 295,000 square foot offices at 350 S. Grand Avenue, both in Downtown Los Angeles.

Green Building Portfolio Analysis

- Gold
- Silver
- Platinum



While City National will keep pressing forward to attain LEED certification in all new buildings, some existing buildings have yet to achieve this important designation. Often, this is because we have a presence in commercial buildings that are not completely under our control. But we are working to identify ways we can continue to expand our mission to make our facilities as sustainable as possible, regardless.

As a company that has taken great care to design workplaces that are comfortable and inspiring for our colleagues and our clients, ensuring that they are always as energy-efficient and environmentally sustainable as possible will always be a core goal. It's crucial that we do our part to help the environment for future generations right now, when it matters most.



Long Beach Marina - Certified LEED Platinum.

INVESTING IN THE PLANET.



24

The bank helped finance 24 projects in 2020, including 23 solar projects and one wind project.

More than

\$500M

Total financial commitments to the renewable power industry made by City National to date.

2 Gigawatts

Total renewable power resources City National and other participating financial institutions are currently involved in developing.

More than

25

U.S. states with communities that have been positively affected by the contributions made by City National to the green power industry.

More than

\$517M

Total financial commitments made by City National through the Power Project Finance Team.

More than

\$321.5M

Total financial commitments made toward helping communities access energy from sustainable sources.

City National created the Power Project Finance Team in 2019 to help new and existing clients overcome the most substantial barrier to a renewable energy future: the capital costs of building and installing solar and wind farms. Getting our innovative clients past this significant initial financial hurdle is crucial, because once constructed, renewable energy infrastructure is much easier and cheaper to maintain than other types of energy production.

In just one year, City National's team of specialists helped finance renewable power projects in 19 U.S. states, originating more than \$200 million in commitments across 15 deals with an average size of \$20 million. In 2020 specifically, City National provided financial solutions for 24 total energy projects. With the future growth anticipated in this market, the bank plans to continue to actively address the market's banking needs.

We also continued participation in a community solar project in 2020, a program that comprises approximately 25% of the overall lending City National does for communities. Community solar programs allow utility customers to tap into solar energy, offering savings on their annual electrical cost and circumventing the need to install panels directly on their homes or businesses. The project routes solar energy distribution from large utility plants to individual homes, giving more communities access to clean solar power.

Together with other financing participants, in 2020 we also provided financial solutions for more than 2 gigawatts of renewable power, spanning 23 solar projects and one wind project. According to the U.S. Department of Energy, a single gigawatt of energy is equivalent to 1 billion watts or 1.3 million horsepower, which is enough to power 110 million LED lights, 2,000 Corvette Z06s or 9,090 Nissan LEAFs.

The U.S. Energy Information Administration projects electricity generation from renewable sources such as wind and solar to surpass nuclear and coal by 2021 and to surpass natural gas in 2045. Wind and solar account for about half of renewable generation today. With our help, these trends will continue to rise.

We are proud to help provide financial solutions and help build tomorrow's renewable energy infrastructure when it matters most — today.

OUR COMMUNITIES ARE THE GREATEST INVESTMENT OF ALL.

When our communities thrive, we all thrive. In 2020, when it mattered most, City National stepped up.

In a year when the COVID-19 pandemic exposed individuals to more vulnerability than ever, we expanded efforts to empower residential and business growth through four main areas of focus:

- Affordable housing
- Community development
- Lending
- Privacy and security

\$1.2B

In community development loan originations.

\$648M

Portfolio of Community Reinvestment Act (CRA) eligible investments, 87% of which are dedicated to affordable housing.

\$118.5M

In CRA eligible investments/commitments in 2020.

\$1.4B

In CRA eligible investments/commitments since 1989.

\$4.8M (399 units)

Successfully sponsored Federal Home Loan Bank of San Francisco Affordable Housing Program (AHP) grants in 2020.

\$64.2M

(7,057 units)

Successful Federal Home Loan Bank of San Francisco AHP grants since 1996.

#1

City National has gained more approvals for affordable housing grants, under the Federal Home Loan Bank of San Francisco AHP, than any other bank in California over the last five years.

\$500M

In low- to moderate-income mortgages purchased by City National since 2016.

\$400M

In business leases originated by City National since 2016.

ENHANCING OUR COMMUNITIES BY INVESTING IN LOCAL BUSINESS.



All of us benefit when families flourish, when artists create and when engineers innovate.

One of the best ways we can contribute to our community is by making sure the people who live and work here have the resources they need to live their fullest lives. Many of our clients are professionals whose businesses generate jobs and drive economic value. We support these businesses through the financial services we provide and various loan programs.

Lending

Key Performance Indicator (\$ billions)	2020	2019	2018	2017	2016
Loan balances at year-end	\$50.1	\$40.8	\$34.1	\$30.7	\$26.9
New Loans (cumulative FYTD)	\$15.4	\$10.3	\$7.7	\$7.9	\$6.4
Commercial and Industrial loans	\$23.3	\$17.9	\$13.9	\$13.7	\$3.0
Residential Mortgages	\$13.6	\$11.5	\$9.5	\$8.2	\$1.4

BOLSTERING CONNECTIONS AND COMMUNITY.

In challenging times, it's our connections that keep us afloat. And during the COVID-19 pandemic in 2020, we were proud to contribute to bolstering connections in the communities we serve by investing in business owners and helping to create ripple effects of opportunity.

We're thrilled to be able to support our clients with CRA-eligible loans for economic development and community revitalization. These loans have an impact on low- and moderate-income neighborhoods in the geographies where City National has a presence.

While we've long valued outreach efforts like this, 2020 brought extra meaning to our community investments, reinforcing to our neighbors and to our colleagues that City National can be relied on to help when it matters most.

229, total number of community development loans the bank made in 2020, totaling:

\$1.117B

79 loans, of the 229 total, which were for economic development, totaling:

\$308M

13 loans, of the 229 total, for affordable housing, totaling:

\$137M

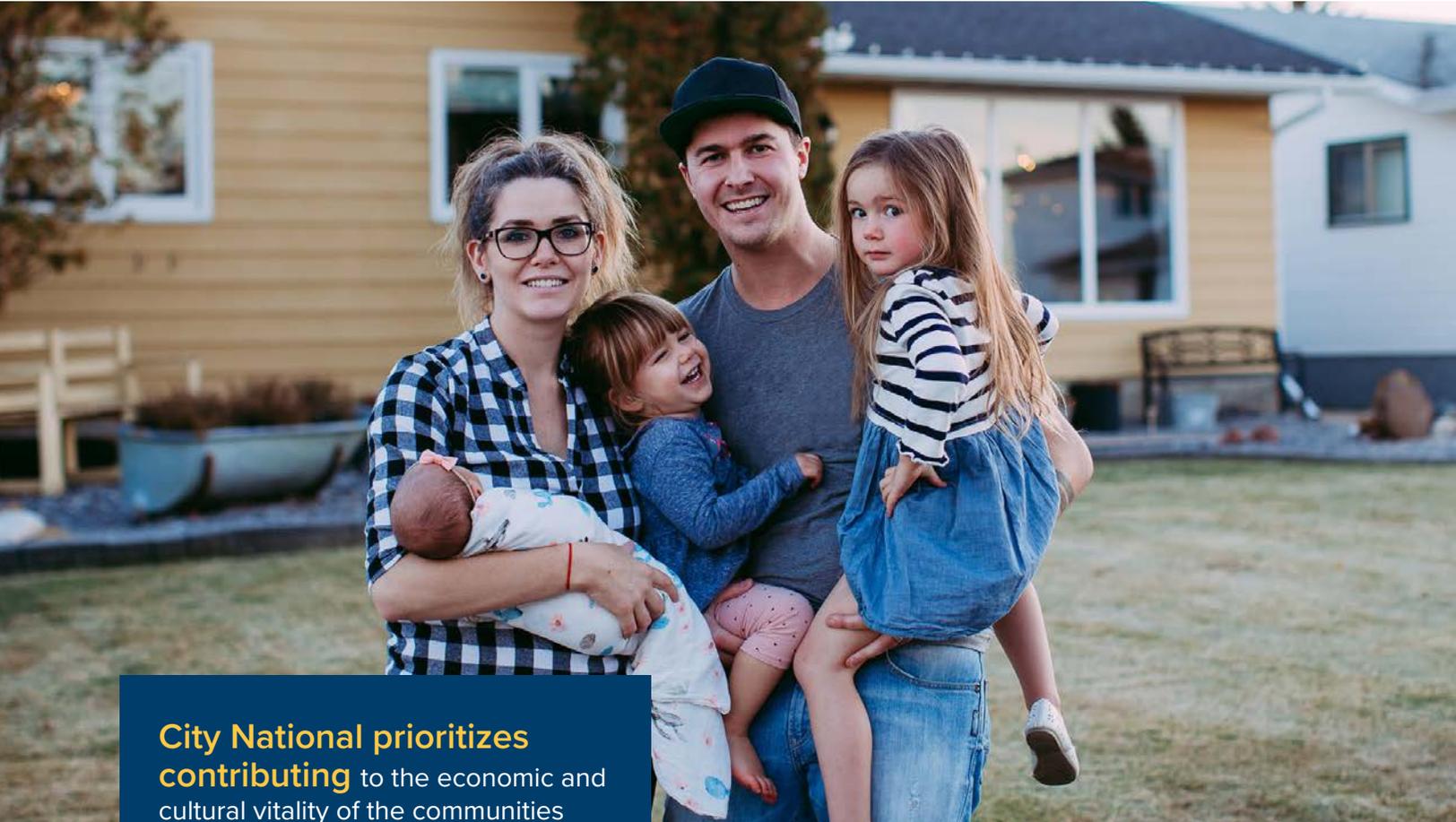
88 loans, of the 229 total, for community services, totaling:

\$560M

49 loans, of the 229 total, for community revitalization, totaling:

\$112M

A PLACE TO CALL HOME: 6 AFFORDABLE HOUSING INITIATIVES.



City National prioritizes contributing to the economic and cultural vitality of the communities where we do business.

In 2020, we were proud to receive approval for six of our 12 grant applications for affordable housing developments, totaling \$4.81 million, from the Federal Home Loan Bank of San Francisco Affordable Housing Program.

As a member of the Federal Home Loan Bank of San Francisco, City National has participated in its Affordable Housing Program competitive grant application since 1997, receiving total grant approvals of \$64.2 million, which assisted in the development of 7,057 affordable housing units. Our strongest participation has been over the last five years, 2016 - 2020, representing \$38.4 million in grants and 3,353 units of affordable housing.

Details on six affordable housing initiatives approved in 2020

OAKLAND, CA

A new 79-apartment multifamily LEED-certified construction project will transform a vacant lot into a community — including an urban farm — at an investment of \$780K.

WHEATLAND, CA

A 44-apartment affordable senior housing facility will be rehabilitated to update HVAC units, meet ADA requirements, substantially improve the interior and exterior, and generally improve the residents' quality of life — at an investment of \$430K.

WILLOWBROOK, CA

A 61-apartment mixed income multifamily new development, at an investment of \$1 million. The new building is designed to create a safe and sustainable environment to help residents, who will include youth and families experiencing homelessness, as well as families earning less than 60% AMI.

WINNETKA, CA

A new 91-apartment affordable and supportive housing development, 44 units of which will be designated for households experiencing homelessness, 19 of which will be specifically for households experiencing homelessness and physical or mental disabilities. The development will include supportive services for its residents. The total investment for the development is \$1 million.

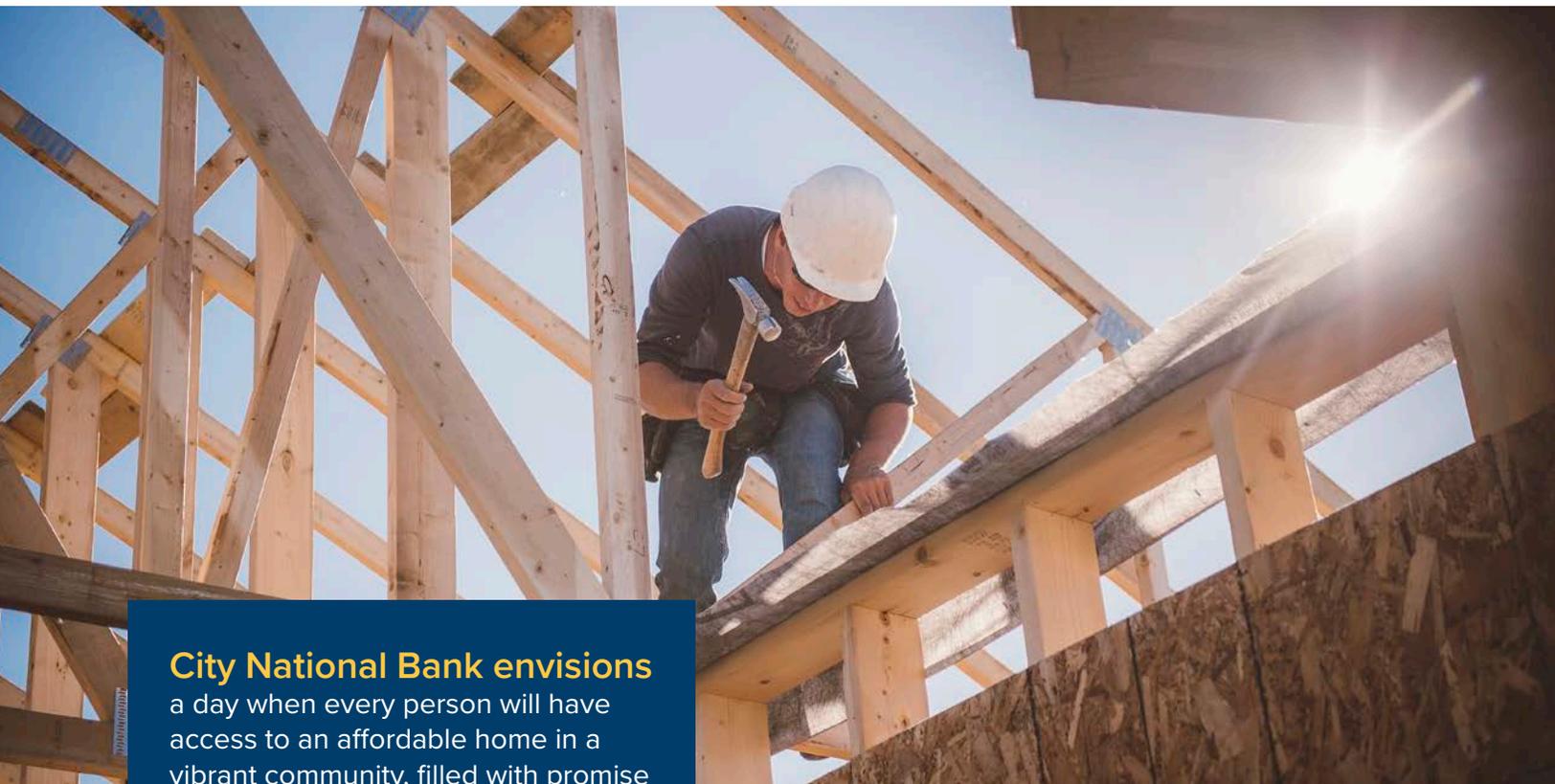
LAS VEGAS, NV

60 units of a new 480-apartment affordable rental housing development, which consists of 240 senior housing units and 240 family units, built on a 20-acre site, at an investment of \$600,000.

HUNTINGTON PARK, CA

A new 64-apartment affordable and supportive housing development, 31 units of which will be designated for households experiencing homelessness, 13 of which will be specifically for households experiencing homelessness and physical or mental disabilities. The development will include supportive services for its residents. The total investment for the development is \$1 million.

HELPING ENTERPRISE COMMUNITY PARTNERS BUILD AFFORDABLE HOUSING.



City National Bank envisions

a day when every person will have access to an affordable home in a vibrant community, filled with promise and the opportunity for a good life.

Enterprise Community Partners, a national nonprofit that improves communities and people's lives by making well-designed homes affordable and connected to opportunity, shares that vision.

That's why we invest in their work in several ways. We participate in their New Generation Fund, which offers early-stage funding for affordable housing developments in the City of Los Angeles. We invest in their housing tax credits, which help fund affordable homes across the country. All in all, together with Enterprise we've helped create more than 22,000 homes for low and moderate-income people.

City National has also made corporate donations to support their hard work delivering the capital, developing the programs and advocating for the policies needed to create and preserve homes that people can afford in inclusive and connected communities. We're proud that our colleague Sal Mendoza, senior vice president and CRA officer, sits on Enterprise's Southern California Leadership Council.

Over nearly 40 years, Enterprise has created 775,000 homes, invested \$61 billion and touched millions of lives. Their staff developed the national standards for greener, healthier communities,

and they're continuously researching and sharing key data and lessons with other like-minded organizations so that affordable homes and resources are more effective — and so that families can succeed.

“

With City National's support, Enterprise has deepened our impact in Los Angeles. We have provided more homes and services to formerly homeless Angelenos as well as created responsive policy and capital solutions to ensure our partners have the resources they need to continue serving the hardest-hit communities throughout the pandemic.

”

— **Jacqueline Waggoner**
President, Solutions Division
Enterprise Community Partners, Inc.

We will continue to work with Enterprise on one of the most important issues facing our communities, showing people who need a hand that City National is a bank that shows up when it matters most.

22K

Affordable homes for low - and moderate -income families.

66

Affordable housing in Los Angeles, opening in 2022, the community will be a resource for families experiencing homelessness or with low incomes.

INVESTING IN LOW-INCOME HOUSING TAX CREDITS.

At City National, when we're committed to a cause we believe in, we look at multiple ways to contribute to the solution. When it comes to the affordable housing crisis, directly contributing funds for low-income housing tax credits (LIHTC) is one major way we are able to help.

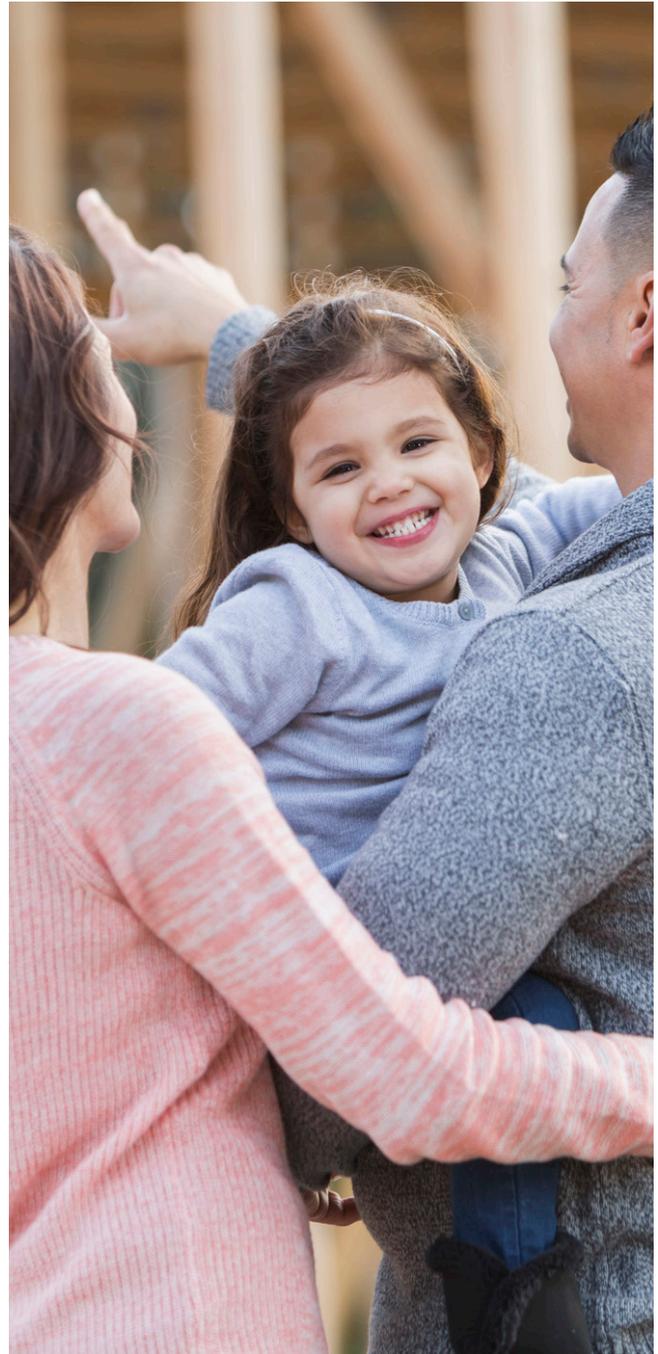
\$97.7M

In 2020, City National invested \$97.7 million in LIHTC, which provides financing to developers of affordable housing.

\$977.1M

Since 1989, City National has invested \$977.1 million in LIHTC, assisting in the development of 151,380 units of affordable housing.

There is a considerable way to go still. But we are making progress, and we'll continue to provide support when it matters most. Doing what we can to help more and more people in our communities find affordable housing will remain a major goal of City National.



A NEW MILESTONE IN OUR COMMUNITY LENDING AND INVESTMENT.

In 2016 City National committed to contributing \$11 billion in community lending and investment over the following five years, ending in 2020.

We're proud to report that we didn't just honor our \$11 billion commitment — we exceeded it by \$1.5 billion.

This milestone translated into supporting the development of even more affordable housing in our communities by purchasing low- to moderate-income mortgages. It also helped businesses by originating commercial leases so that owners can purchase equipment, machinery, vehicles and more.

“

We're making intentional investments in housing and local business. We invest through our financing, but also through our time and our passion for giving back and volunteering in our neighborhoods.

”

— **Sal Mendoza**
Senior Vice President
and CRA Manager

Exceeding our initial five-year pledge by such a large sum symbolizes the spirit behind all of our corporate social responsibility efforts. Not only does City National honor its commitments, we go above and beyond, because we're powered by a culture created by colleagues who believe in standing up for others when it matters most.

Community Development Commitment Scorecard

Key Performance Indicator (\$ millions)	Commitment	2020*	2019*	2018*	2017*	2016*	Total Invested To Date**
Community development loans	\$4,400	\$1,100	\$943	\$734***	\$657	\$836	\$4,270
Small business loans	\$4,200	\$2,010	\$626	\$597	\$588	\$598	\$4,419
Other qualified investments	\$1,600	\$530****	\$473	\$467	\$477	\$372	\$2,319
Residential mortgages funded	\$700	\$346	\$510	\$376	\$180	\$158	\$1,570

*In accordance with CRA reporting requirements, investments are reported on a January 1 to December 31 basis.

**From January 1, 2016, to December 31, 2020.

***Total updated since the 2018 report.

****Not cumulative.

SECURITY IN TIMES OF UNCERTAINTY.

The bond of trust we share with our clients is paramount to our values at City National. In 2020, as our communities were at their most vulnerable due to the COVID-19 pandemic, we were pleased our commitment and due care to protect the personal information entrusted to us could provide security to our clients.

In 2020, technology quickly changed the way many worked, as more companies shifted to remote work. That shift also introduced new risk — but City National Bank leveraged its internal experts to evaluate IT risk, information security and privacy threats, while investing in technologies designed to ensure the confidentiality, integrity and availability of our systems and data.

With a variety of security and governance programs, City National maintains regulatory compliance and high levels of control assurance for information security and privacy domains. These programs include:

CYBERSECURITY

To protect personal information from unauthorized access and use, City National uses cybersecurity tools and processes that encompass our branches, facilities, data centers and everywhere our client data lives. Cybersecurity measures such as malware defense, forensic technologies and advanced network and website defensive technologies protect our clients and their data 24/7/365.

SECURE TOOLS

We encourage our clients to use the secure online tools available at CNB.com, including multifactor authentication to ensure the integrity of online banking activities. We communicate to clients that we will never ask for their PIN or passwords. We encourage our clients' diligent personal monitoring of their accounts for fraudulent activity.

PRIVACY POLICY

Our privacy policy, available on our public website, outlines how we share client information, if at all. It also indicates clients' options to request that we not share information.

Being at the forefront of information security and privacy is imperative for us, as we are dedicated entirely to being there for our clients when it matters most — around the clock, day in, day out, every day of the year.

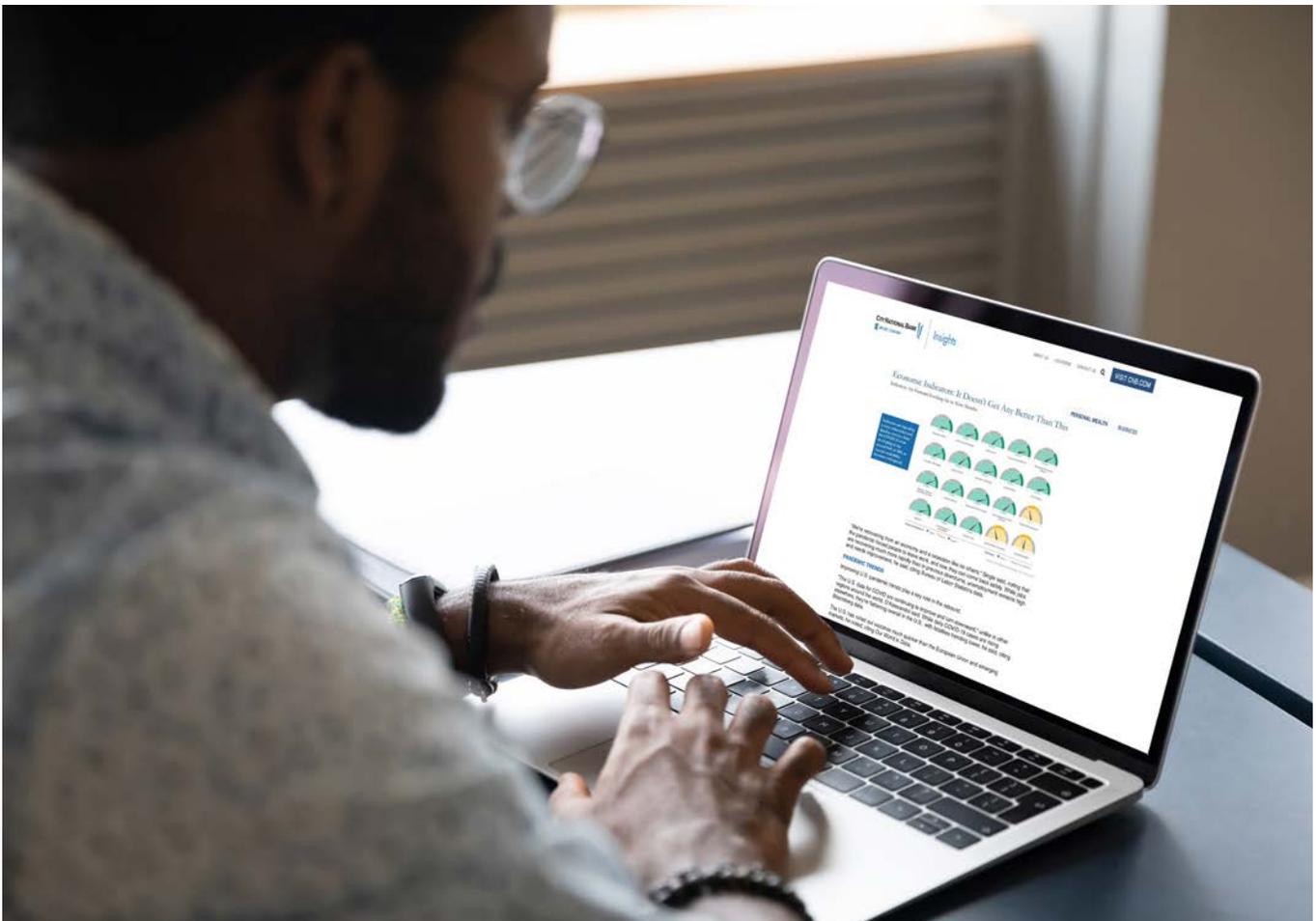
OFFERING EXPERT INSIGHTS TO THE PUBLIC.

At City National, making expert insights accessible is another way we are proud to help the communities we serve by building, protecting and transferring their wealth.

In 2020, we saw an average of 12,000 unique visitors each month on City National's insights section of CNB.com, where users can access a robust online library of content designed to empower people to gain confidence in how they manage their personal and business finances.

By giving the bank's experts a public platform, their insights are more accessible to clients as well as to the wider public, conveniently available in a digital format that fits into today's current dynamic lifestyles.

City National is proud to serve the community with publicly published insights on how to plan for the future, instill solid financial values in children, secure family legacies, manage a growing business and much more. We wholeheartedly believe the unmatched power of education and financial literacy can transform lives, so we will continuously fight for these principles to be there for more and more people when it matters most.



Founded by a small group of local entrepreneurs in 1954, City National Bank holds \$75 billion in assets and provides banking, investment and trust services in more than 70 offices, including 19 full-service regional centers in Southern California, the San Francisco Bay Area, Nevada, New York City, Nashville, Atlanta, Minneapolis, Washington, D.C. and Miami.* In addition, the bank and its investment affiliates manage or administer \$80.5 billion in client investment assets.

City National Bank is a subsidiary of Royal Bank of Canada (RBC), one of the largest banks in the world based on market capitalization. RBC serves more than 16 million personal, business, public sector and institutional clients through offices in the United States, Canada and 34 other countries.

**City National Bank does business in Miami and the state of Florida as CN Bank.*

Non-Deposit Investment Products are:

- **Not FDIC Insured**
- **Not Bank Guaranteed**
- **May Lose Value**



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